PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL
REPORT

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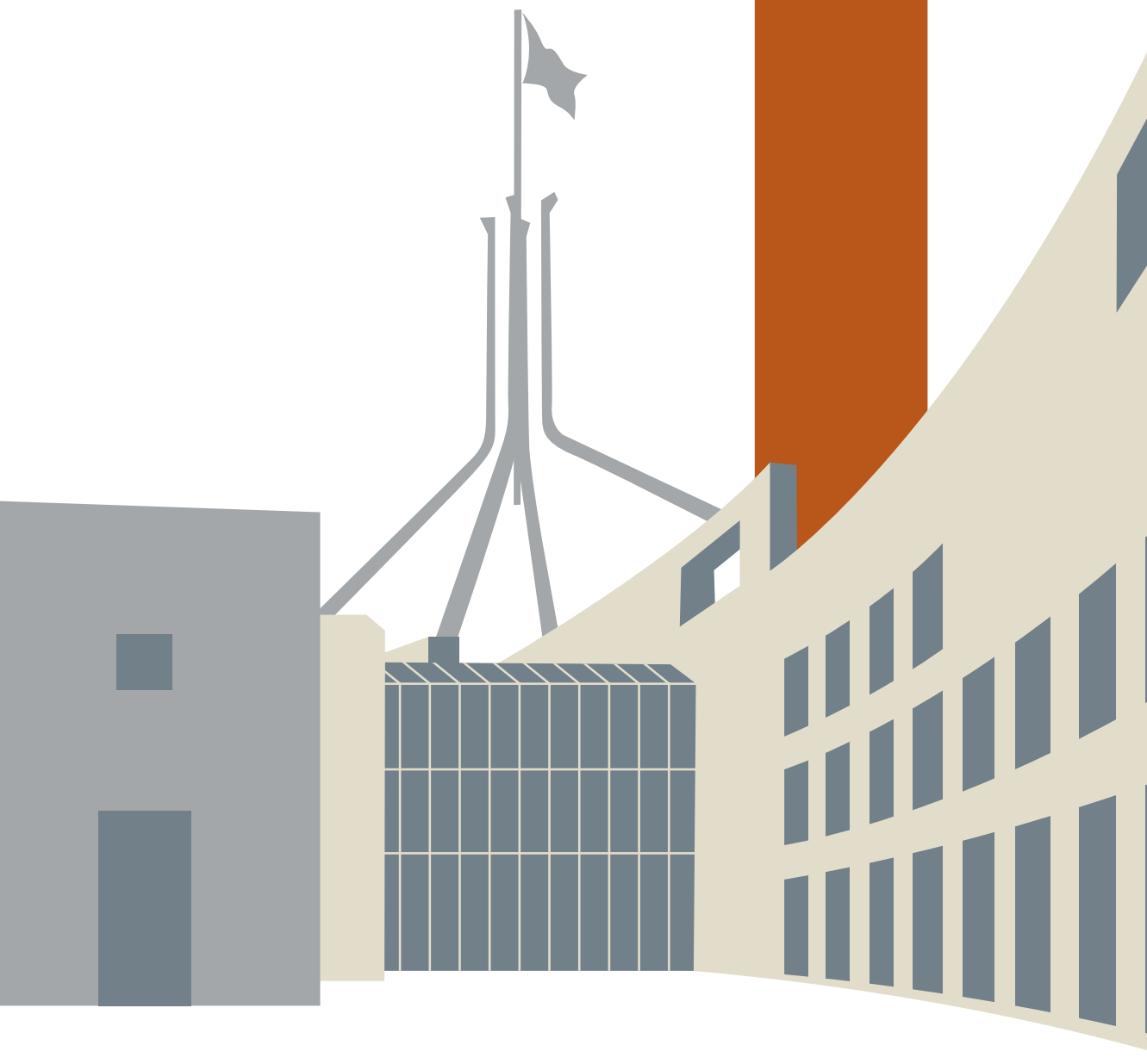18

PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL REPORT

17/18

PARLIAMENT OF AUSTRALIA
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Letter of Transmittal from Secretary

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

Senator the Hon Scott Ryan
President of the Senate
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

Department of Parliamentary Services Annual Report 2017–18

I am pleased to present the Department of Parliamentary Services Annual Report 2017–18 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 2017–18, the department had:

- undertaken a risk assessment
- a 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
28 September 2018

Letter of Transmittal from Parliamentary Librarian

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

Senator the Hon Scott Ryan
President of the Senate
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

Parliamentary Library Annual Report 2017–18

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 2018.

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
28 September 2018

READER'S GUIDE

The Department of Parliamentary Services Annual Report 2017–18 has been prepared in accordance with the Department of Finance's *Resource Management Guide No. 135—Annual reports for non-corporate Commonwealth entities* (issued May 2018), the Department of the Prime Minister and Cabinet's *Guidelines for the Presentation of Documents for the Parliament* (issued June 2018), and the *Public Governance, Performance and Accountability Act 2013* (Cth) (PGPA Act).

The annual report also includes the *Parliamentary Library Annual Report 2017–18*.

Part 1: Secretary's review provides an overview of the work of the Department of Parliamentary Services (DPS) in 2017–18.

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 2017–18 annual performance statements of DPS, as required by 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, as articulated in the *DPS Corporate Plan 2017–18*.

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 (ANAO) access clauses and exempt contracts.

Part 7: Financial Statements includes the ANAO's audit report, a statement by the Chief Finance Officer and the audited 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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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 Speaker of the House of Representatives and the President of the Senate).

Activities

In 2017–18 DPS undertook many activities to support the Australian Parliament.

- 742,049 visitors were welcomed through the doors.
- All live video streams of parliamentary proceedings were captioned on the Parliament of Australia website, to improve accessibility.
- More than 7,500 square metres of carpet were replaced and 55,000 square metres of painting was undertaken.
- The 2020 ICT support desk responded to 54,541 contacts, comprising 40,019 phone calls and 14,522 emails, self-service requests and walk-ins.
- 1,478 PCs, laptops and mobile devices were installed or updated across the Parliament, the electorate offices and the parliamentary departments.
- In May, the 30th anniversary of the official opening of Australian Parliament House was marked with a ceremony on the forecourt.
- APH Catering and Events outlets sold 287,258 coffees.
- Parliamentary Security Service (PSS) officers screened more than 10,800 people entering Parliament House on Budget Day 2018.
- The DPS maintenance help desk responded to 5,040 calls for assistance.
- The flag on the iconic Parliament House flag mast was changed 11 times.
- 7,622 tours were conducted for 204,389 participants, including school groups.
- 88 works of art were acquired for the Parliament House Art Collection.

SECRETARY'S REVIEW

1

INTRODUCTION

I am pleased to present this year's Secretary's Review.

2017–18 saw a significant volume of construction activity at Parliament House, as DPS continued to deliver on a number of major, multi-year projects to upgrade security and refurbish ageing infrastructure. In addition to effective project management this work was achieved thanks to internal collaboration and continued engagement with our colleagues in the other parliamentary departments. By working together we have been able to minimise disruptions to building occupants and our visitors as we progress the perimeter security works, the expansion of the public entrance, the refurbishment of skylights, the upgrading of ageing internal infrastructure such as lifts and chillers, and pursue technological innovation in building security systems and ICT. A complex scheduling regime enabled us to simultaneously undertake unrelated projects in proximity. For example, we took advantage of the skylight project scaffolding in Members Hall to undertake painting in hard-to-reach areas. The carpark lifts were refurbished at the same time as work occurred on the new Senate and House of Representatives entrances. This planning enabled us to closely contain disruption to the work of Parliament and the experience of our visitors.

Innovation in technology allowed us to provide more client-focused services to parliamentarians and their offices, other building occupants and the public. WiFi infrastructure throughout Parliament House was upgraded and expanded in 2017–18, our progressive roll-out of captioning to all parliamentary and committee proceedings was fully implemented, and 45.5 per cent of the Parliamentary Library's titles (books and serials) are available online in full text to parliamentarians and their staff in their offices or on the road.

The year was also one of celebration and reflection as we marked the 30th anniversary of the opening of Australian Parliament House, in May. The year-long commemorations will reach a high point with an Open Day on 6 October 2018, for which extensive planning was undertaken in 2017–18.

Significant progress was made on the development of the Central Reference Document—a record of the original architect's intent for Parliament House—with publication of 20 draft chapters in 2017–18. Once completed, this document will be a single source of truth for the design integrity of Parliament House. This will be an enduring resource for current and future custodians over the building's planned 200-year life.

In collaboration with the other parliamentary departments, we supported the arrival of 13 new parliamentarians and their staff throughout the financial year, with advice and services ranging from 'anywhere any time' ICT options, to artworks for suites. A particular challenge was an unprecedented refit of one Senator's suite and changes to the Senate Chamber made to improve accessibility for a new Senator were also undertaken.

I thank the Speaker of the House of Representatives, the Hon Tony Smith MP, and the President of the Senate, Senator the Hon Scott Ryan, for their continuing support of me and of the department in 2017–18. I also thank my fellow heads of the parliamentary departments—the Clerk of the House of Representatives, Mr David Elder, the Clerk of the Senate, Mr Richard Pye, and the Parliamentary Budget Officer, Ms Jenny Wilkinson, for their good will and collegiality as we work to better serve the Parliament of Australia.

ACHIEVEMENTS

In 2017–18 DPS implemented or progressed a number of innovations to better support the work of the Parliament, parliamentarians and the public. Below are some specific achievements, tied 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.

- A major replacement program of ICT routers was undertaken to ensure reliability of internet services in 248 electorate offices across Australia.

- In collaboration with local pharmacies, a pharmaceutical service was introduced for parliamentarians and their staff during sitting weeks.

- Captioning is now available for live video streams of all chamber proceedings and committee proceedings, as well as press conferences and other events held at Parliament House.

- The infrastructure and software enabling email services for Parliamentary Computing Network (PCN) was upgraded to improve performance and reliability.

- APH Catering and Events introduced a new and contemporary banquet menu for events held in Parliament House and seasonal menus for its in-house dining venues.

- The completed Central Reference Document (CRD) chapters are being developed in digital format to enable ready access to rich content not previously made available.

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

- DPS completed a project to deliver state-of-the-art video conferencing and telepresence facilities to both the House of Representatives and Senate committee rooms, with delivery of a second video conferencing system. The system marries the latest audio visual technology with innovative furniture design to adapt the original design integrity of the committee rooms for modern requirements. The telepresence system allows up to five remote participants to connect virtually from any location that has a stable internet connection. This enables committee witnesses to engage with committees without travelling to Canberra and the remote participation of parliamentarians in committee proceedings.

- A substantial upgrade of WiFi infrastructure at Parliament House was completed. One hundred and eighty wireless access points were replaced with next generation technology devices and another 120 access points were added. The upgrade also included associated back-end infrastructure and security updates. These enhancements reflect the greater use that is being made of mobile devices including smart phones and tablet devices across the Parliament.

- In February 2018, DPS established a new Twitter account aimed at communicating to people working in Parliament House. The account disseminates information about service outages, road closures, events and services available to building occupants and creates a new feedback channel for people working in the building.

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

- The Library performed strongly against all its performance measures (as set out in the Library Resource Agreement).
- Its services were used by every parliamentarian.
- The evaluation for the 45th Parliament was conducted in the first half of the 2017–18 financial year. The findings were extremely positive, particularly among parliamentarians and their staff where satisfaction rates remained high (94 per cent), and the likelihood of recommending the Library higher again (99 per cent).

Enhancing the Parliament's engagement with the community (Strategic Theme 2)

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

- Our APH Facebook account experienced a 175 per cent increase in followers in 2017–18 (from 1,870 on 1 July 2017 to 3,286 on 30 June 2018), as we expanded our management of this platform.
- Parliament House was illuminated by a new suite of projections during Enlighten in March 2018. This included projections inspired by the Parliament House Art Collection and a bold new design by artist Ken Done created to mark the 30th birthday of Parliament House. The Enlighten program of events included two sold-out exclusive events on the Members and Guests Terrace. Through the year a number of events were held to commemorate the 30th anniversary, including two public events in May: a formal ceremony on the forecourt, attended by the Governor-General; and a panel discussion and orchestral performance in the Great Hall.
- We implemented a new, dynamic component of the Parliament of Australia website that is updated in real time with information about upcoming hearings for the Senate and House of Representatives. The searchable and sortable format allows the public to quickly find information relevant to their interests and plan their engagement in public hearings.
- A number of important loans were facilitated from the Parliament House Art Collection, including: the loan of a facsimile copy of the Constitution to the High Court of Australia for the opening of the Australian Constitution Centre; the loan of the Dargie portrait of Her Majesty Queen Elizabeth II to the National Gallery of Australia's Cartier exhibition, and the loan of our portrait of Dame Quentin Bryce AD CVO to the Museum of National History in Copenhagen, Denmark, for an exhibition of works by portrait artist Ralph Heimens.

- We collaborated with the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) to present *The Barunga Statement* exhibition to mark the 30th anniversary of the creation of this landmark document, and partnered with the Canberra Museum and Gallery to present a major exhibition, *Crafting the House on the Hill,* which showcases the art, craft and design commissions for Parliament House.

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

- In conjunction with the Department of the Senate we launched a new public-facing web service—StatsNet. The service consists of a series of graphically rich pages and infographics on the Parliament of Australia website, which allow users to interactively view and search for statistics relating to the business of the Senate. Data is presented via graphs and visualisations, as well as searchable and sortable tables. StatsNet allows users to create customisable current and historical views of key activities of the Senate, or of individual senators or political parties.

- A major enhancement of the Estimates Committees Questions on Notice system was undertaken in 2017–18, to improve compliance, efficiency, and user experience. The eight Estimates Committees receive approximately 5,000 questions per Estimates session across 17 portfolios. The change means that Estimates questions on notice can be managed as data rather than individual documents and can therefore be searched and filtered by the public on the Parliament of Australia website and by parliamentarians and their staff on the Senators' Intranet.

Objective: Champion opportunities for parliamentary strengthening.

- Tours of the building were conducted for ministers, parliamentarians and special delegations from Nauru, China, Indonesia, Kuwait, Bangladesh, Vanuatu, Fiji, India and Afghanistan.

- We led the 30th anniversary celebrations held on 5 and 9 May 2018 in partnership with the other parliamentary departments, and led preparations for the 30th anniversary Open Day.

- We provided event management, catering, security and other services to support the Ceremonial and Hospitality Branch in the Department of the Prime Minister and Cabinet in its delivery of eight guest of government visits to Parliament House.

Effective stewardship of Parliament House (Strategic Theme 3)

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

- This year, I engaged the first architectural historian for the Parliament to provide professional and technical advice to business units across the parliament on the design intent of Parliament House. The architectural historian will work with Ms Pamille Berg AO Hon FRAIA as Ms Berg completes the CRD. Over time, the architectural historian will work collaboratively with departmental colleagues from the earliest stages of projects to ensure that design intent of Parliament House is balanced with changes to the building to meet the demands of a changing parliament.

- During 2017–18, the Design Integrity and Archives Unit coordinated liaison between departmental staff and Ms Berg and Mr Hal Guida LFRAIA AIA as the nominated administrators of architect Mr Romaldo Giurgola's moral rights.

- We have updated the DPS standard project documentation which applies to all design, construction, commissioning, operation, maintenance and decommissioning of services in Parliament House and the parliamentary precincts. The documentation sets out the standards and best practices that apply when creating or amending drawings on behalf of DPS.

- The design phase of a project to replace blinds in the light wells around the Senate Chamber has been completed, with a range of potential replacement products reviewed and then collaboratively agreed with the moral rights administrators. The solution—fixed aluminium louvres, to replace motorised venetian blinds—will improve performance and reduce future maintenance costs.

Objective: Ensure a secure environment while maintaining public accessibility.

- Temporary entrances to the House of Representatives and the Senate were constructed and became operational in March 2018, allowing work to start on security improvements at the Senate and House of Representatives entrances. This work builds on the now-completed physical hardening of security checkpoints within the building.

- Other external security upgrades have continued, with the erection of a series of fences and window glazing treatments.

Objective: Effectively manage all assets within APH including collections.

- We are in the process of digitising the the Parliament House Art Collection. This project includes a full audit, condition check and radio-frequency identification (RFID) tagging of objects to ensure best practice in collection management and to preserve the collection for future generations. A photographic studio commissioned for this project has already created more than 4,220 high-resolution digital images. To facilitate the creation of an online catalogue interface, DPS has sought over 2,600 non-exclusive copyright licences, with 2,261 received to date. The implementation of the RFID system commenced in April 2018 and once complete will see the Parliament House Art Collection be the first fully tagged museum collection in Australia.

- In April 2018 DPS assumed responsibility for the Department of the Senate's 'Status B' Global furniture assets. This consolidation of ownership of the furniture collection allows for programmed and more efficient furniture conservation across the Parliament.

- RFID tagging of 'Status A' Commissioned and 'Status B' Global furniture throughout Parliament House has begun. This will facilitate the establishment of a central register to support the furniture conservation management strategy.

- We are developing an improved Strategic Asset Management Governance Framework, aligning with the requirements of ISO 55000 standards for the assets managed by the Building Services Branch. When completed, the framework will prescribe how we manage our systems in an efficient and sustainable manner across their life cycle.

Objective: Maintain APH and the precinct as befits its status as an iconic building and location of national significance.

- Roof glazing has been replaced to four of the 12 link-ways within Parliament House to eliminate water leaks. The selection of replacement glass involved detailed consultation with original design team members, to ensure the best balance between thermal performance and original intent for visual aesthetics.

- The boiler upgrade works are progressing, with two of six boilers replaced. The new boilers are smaller and use significantly less energy. In conjunction with these works, improvements to the Building Management System will result in improved boiler performance and internal building conditions. The four remaining boilers are programmed to be replaced in 2018–19.

- Electrical services upgrades are progressing, with nine of the 11 Area Main Switchboards replaced, with the remaining two boards programmed for 2018–19. Replacement of end-of-life Distribution Boards has commenced, with 40 of 848 boards replaced in 2017–18 and plans to replace the remaining boards in 2018–19 and 2019–20.

- The Parliament House cooling tower project has replaced end-of-life equipment (pumps, fans, motorised drives), delivered enhancements including motorised drain valves and sluice gates (which remove operator risk during maintenance), improved energy management and added permanent pipework that allows for the implementation of a temporary cooling tower in the event of failure.

Effective delivery of the Parliament House works program (Strategic Theme 4)

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

- End-of-life system controllers that run the Emergency Warning Intercommunication System have been replaced in a major project that involved a two-year design period followed by an 18-month construction and testing regime. The system features standalone fire-rated network cabling and additional safety upgrades to basement areas. The new system is compliant with current standards.

- Upgrades to the fire sprinkler system are progressing. The works include replacement of flow switches and installation of new air relief valves, the installation of heat/water shields in the basement corridors and new sprinkler reticulation where required.

Objective: Deliver a security upgrade capital works program that meets the needs of the Parliament.

- The new Parliamentary Security Management System and associated ICT network infrastructure has been delivered. This system streamlines processes for operators and is being enhanced through the roll-out of upgrades to related electronic security systems including CCTV, key safes, the radio network and alarm systems.

- Further security hardening works, incorporated into the skylight replacement works over the Main Committee Room and Members Hall, are near completion. More than 250 glazed panels have been removed and replaced, with approximately 200 tonnes of scaffolding required to facilitate this undertaking. Work on the Great Hall skylight will commence in 2018–19.

CHANGING DIRECTION

Our ongoing liaison and consultation with architect Romaldo Giurgola's nominated moral rights administrators, Ms Berg and Mr Guida, is bearing much fruit. Through our collaborative collegiate approach, design intent advice is being provided at the early stages of a capital works project, and continues through the project's lifecycle. This enables us to address any concerns regarding potential impacts to the design intent of Parliament House and incorporate consistent design ideas during the project. This approach has several benefits, not least that projects are not unnecessarily delayed, and we avoid aborted work, which has often resulted in previous years when issues of design integrity were raised. We have more work to do to embed design integrity as a natural feature of our thinking but I am confident we are on the right track.

WORK THAT BUILDS ON 2017–18

In 2018–19 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 building occupants and visitors are as safe as possible and implement the *2018–19 DPS Corporate Plan* to deliver the following outcomes.

Respond to the changing needs of the Parliament

- We have embarked on a major project that will digitally transform the way voting is undertaken and counted in the House of Representatives. An electronic voting system will capture voting by members during divisions, automate the counting and tallying process and—in near real time—publish the results to the internet. This new approach will use advances in technology to improve the visibility and transparency of the democratic process for the general public and deliver process efficiencies and time savings.

- In collaboration with the Department of the Senate, the Department of the House of Representatives and the Department of the Prime Minister and Cabinet, we will transform the process of tabling of documents in Parliament, going from a predominately paper-based system to a digital document delivery and workflow solution. The system will reduce the use of paper, will speed up the public release of tabled documents through publication on the Parliament of Australia website, and will deliver a number of other efficiencies and cost savings across the Commonwealth.

- We will develop stage two of the retail strategy and develop a press gallery strategy to guide the provision of professional services made available to parliamentarians, building occupants and visitors to Parliament House beyond 2019.

Enhance the Parliament's engagement with the community

- Following on from the successful 30th anniversary celebrations in May, DPS is working towards an Open Day on 6 October 2018—the culmination of the 30th year program.

- We will continue to build traffic and following of our social media channels to increase public awareness and understanding of Parliament House and encourage virtual visitor interactions via the Parliament of Australia website.

- DPS will continue to build strategic partnerships with tourism groups and cultural institutions. Our partnerships will foster strong cooperation and collaboration.

Effective stewardship of Parliament House

- The cyber security resilience of the Parliament and its ICT systems and networks will be enhanced through the formation of a Cyber Security Operations Centre (CSOC). The centre will employ a number of cyber security specialists as well as employing the latest cyber protection tools to improve the cyber detection and response capabilities of DPS in protecting the parliamentary network. The establishment of the CSOC builds on previous investments in implementing the Australian Signals Directorate's strategies to mitigate cyber intrusion.

- Building on the success of the Parliamentary Business Information Management (PBIM) project, which delivered a robust Data Management Framework adopted by three parliamentary departments, we are looking ahead to the development of a Parliamentarian Information Portal (PIP). The PIP is an in-house developed database interface that is currently in the user acceptance testing phase. It allows parliamentary departments to update parliamentarian information (e.g. address, mobile number, electorate information), which then feeds through to other parliamentary systems. The PIP will help manage a large volume of parliamentary data across multiple ICT systems.

- The Parliament House Art Collection Audit and Digitisation Project will improve management of our collection of cultural assets (currently valued in excess of $120 million). Benefits will include:

  – the creation of high-quality images that can be made publicly available online and in an internal catalogue which can be accessed by building occupants including parliamentarians

  – the ability to track, via RFID, the movement of artworks, vastly improving stock-take capabilities

  – a full survey of the current condition of the collection to identify recommendations for its ongoing conservation and care and identify any treatment required, and

  – improved cataloguing standards, to ensure high quality and accurate data is captured for all artworks.

Effective delivery of the Parliament House works program

- A program to replace the mechanical and lighting components of the 42 passenger and goods lifts is under way. Four lifts were refurbished in 2017–18 with the remaining lifts to be upgraded over the next 24 months. Outages are being carefully scheduled to minimise the inconvenience to building occupants.

DEPARTMENTAL OVERVIEW 2

DPS Art Collection and Exhibitions staff undertaking routine cleaning of sculpture by Jock Clutterbuck (born 1945) Homage to the full moon, 1984, Parliament House Art Collection, Department of Parliamentary Services, Canberra, ACT

OUR PURPOSE, ROLE AND FUNCTION

DPS supports the functions of Parliament House and the work of parliamentarians through the provision of professional services, advice and facilities and the ongoing maintenance of Parliament House; and makes the building and the important activity that takes place within it, accessible.

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

Strategic themes

- Respond to the changing needs of the Parliament
- Enhance the Parliament's engagement with the community
- Effective stewardship of Australian Parliament House
- Effective delivery of the Australian Parliament House works program

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

OUR VISION

Supporting Australia's Parliament and parliamentarians through innovative, unified and client focussed services. We are custodians for Parliament House 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

Outcome 1

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

In the *2017–18 Portfolio Budget Statement* DPS had two programs:

Program 1—Parliamentary Services had the following objectives:

- implement efficient and effective infrastructure, systems and services to respond to the changing needs of Parliament and our parliamentarians
- 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
- enhance our visitor experience and community engagement including the use of social media and emerging technologies
- enhance electronic access to parliamentary information for the community to easily engage with the parliamentary process
- champion opportunities for parliamentary strengthening
- ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles
- ensure a secure environment while maintaining public accessibility
- effectively manage all assets within Parliament House including collections, and
- maintain Parliament House and the precinct as befits its status as an iconic building and location of national significance.

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

- effectively manage a capital works program for Parliament House to function effectively as a safe and accessible workplace, and
- deliver a security upgrade capital works program that meets the needs of the Parliament.

SUMMARY OF FINANCIAL PERFORMANCE

DPS 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 2017–18	Payments made 2017–18	Balance Remaining 2017–18
		$'000	$'000	$'000
		(a)	(b)	(a) – (b)
Ordinary Annual Services[1]				
Departmental Appropriation[2]		176,374	148,833	27,541
Administered Annual Appropriation		9,235	5,994	3,241
Total Ordinary Annual Services	**A**	**185,609**	**154,827**	**30,782**
Other services				
Administered Assets and Liabilities[3]		167,382	88,849	78,533
Total Other Services	**B**	**167,382**	**88,849**	**78,533**
Total Net resourcing and payments	**A+B**	**352,991**	**243,676**	**109,315**

1   *Appropriation (Parliamentary Departments) Act (No.1) 2017–18.* This includes prior year departmental appropriation, capital and s.74 relevant agency receipts.

2   Includes an amount of $17.6 million in 2017–18 for the Departmental Capital Budget. For accounting purposes this has been designated as 'contributions by owners'.

3   Includes *Appropriation (Parliamentary Departments) Act (No.1) 2017–18* less appropriations that lapsed during the year.

Departmental operating and capital results

DPS recorded an operating loss of $21.9 million in 2017–18. This loss was primarily caused by $22.3 million in depreciation and amortisation which is not funded through revenue appropriations, but rather through the department's capital budget. The remaining surplus of $0.4 million was due to lower than budgeted employee expenditure.

The total departmental expenses excluding depreciation and amortisation were $136.7 million. This consisted of $86.4 million in employee expenses, $49.8 million in supplier costs and $0.5 million in write downs and loss on sale of assets. This was mostly funded by $123.0 million in revenue from government and $14.1 million in own source revenue.

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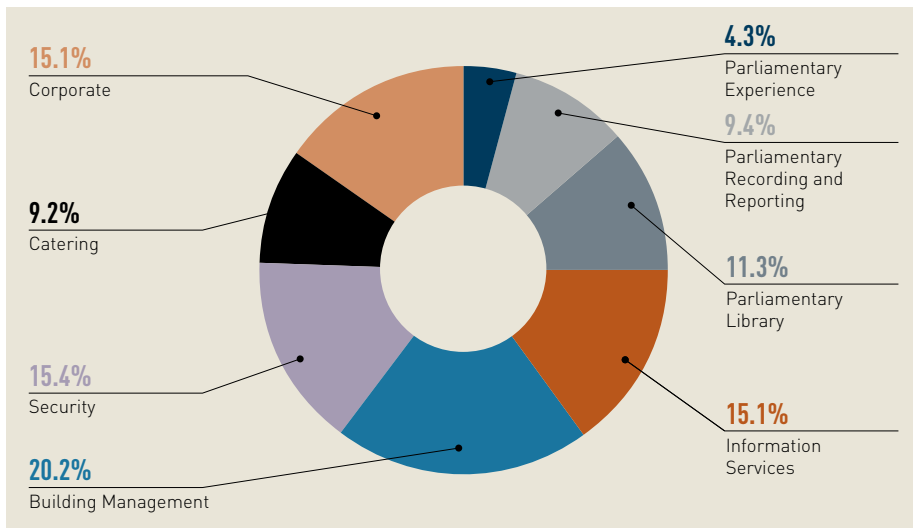
Departmental capital is used to deliver a program of work in support of the work of parliamentarians, occupants of the building and visitors to Parliament House. It incorporates activities relating to technology, the Parliamentary Library and parliamentary experience.

The departmental capital result for 2017–18 was $14.1 million. This is $3.5 million less than the $17.6 million in departmental capital appropriated for 2017–18. In addition to these asset additions, $2.7 million of assets were transferred to DPS from the other parliamentary departments.

Administered operating and capital results

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

DPS spent $88.8 million in administered capital and $5.9 million in administered operating in 2017–18 (excluding depreciation and amortisation), which was $36.9 million less than the planned amount. The primary delay was related to the security capital works, for which DPS will seek to move funds from 2017–18 to the forward estimates.

Third party drawing rights

DPS has access to the Department of Finance's appropriation for the purposes of providing infrastructure and communications technology services to electorate offices and former Prime Ministers, and photographic services to Parliament. From 1 July 2017 to 31 December 2017 this access was in accordance with the *Parliamentary Entitlements Act 1990*. On 1 January 2018 the *Parliamentary Business Resource Act 2017* (PBR Act) commenced, replacing the framework that governs the remuneration and public resources provided to parliamentarians. From 1 January 2018 to 30 June 2018 access was in accordance with the newly introduced PBR Act. In 2017-18 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 to connect to a range of devices wirelessly. DPS drew down $18.8 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 Speaker of the House of Representatives and the President of the Senate).

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: DPS Organisation Chart (as at 30 June 2018)
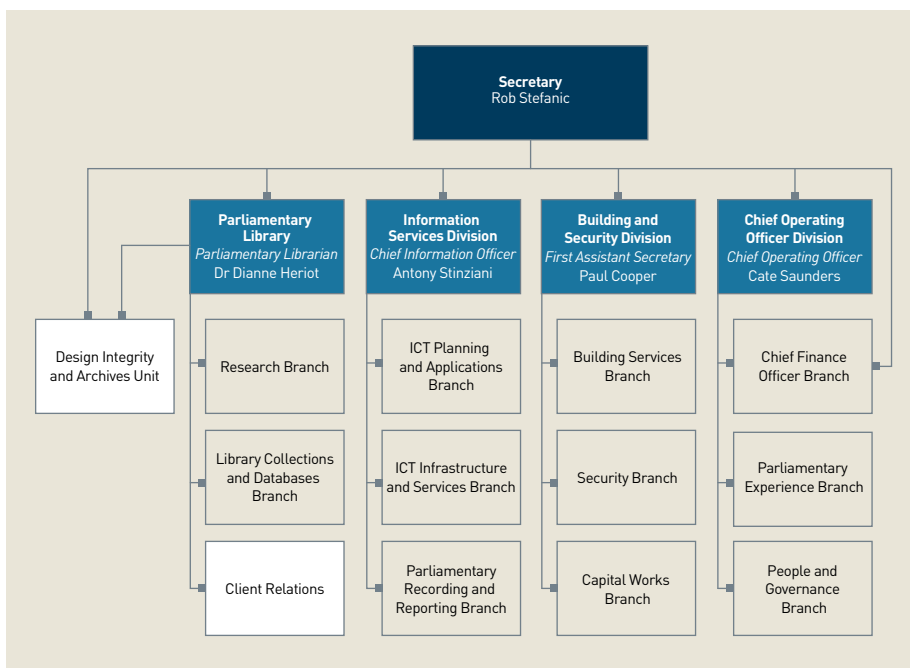
DPS STRUCTURAL CHANGES

During 2017–18 DPS implemented the following structural change.

- On 1 July 2017 the Program Delivery Branch merged with the Capital Works Branch, and reports to the Assistant Secretary, Capital Works Branch. This change was made to assist in the unified delivery of the capital works plan and security hardening works and to help minimise disruption to building occupants and visitors.

SENIOR EXECUTIVES AS AT 30 JUNE 2018

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 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) and Executive Master of Public Administration degrees.

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.

Chief Information Officer, Antony Stinziani

The Chief Information Officer (CIO) is responsible for all ICT services across the Parliament and electorate offices. Mr Antony Stinziani commenced as the CIO at DPS in November 2017. Previously Mr Stinziani served in the role of CIO at Geoscience Australia. Mr Stinziani has more than 25 years of experience in government ICT and a strong track record of leadership with a focus on strategic alignment and transformation of ICT. Mr Stinziani is responsible for the current *Parliament of Australia ICT Strategic Plan 2013–18* and for the development and implementation of the new *Australian Parliament Digital Strategy 2019–22*.

Mr Stinziani holds a degree in public sector management and ICT and is a graduate of the Australian Institute of Company Directors. He is also member of the Carers ACT Board of Directors and Carers Australia Board of Directors.

From 1 July 2017 until 10 November 2017 the position of A/g Chief Information Officer was held by Ian McKenzie.

First Assistant Secretary, Paul Cooper

Mr Paul Cooper was appointed First Assistant Secretary, Building and Security Division in July 2017. Prior to this he had been acting in the role since June 2016. Previously, Mr Cooper served in the role of Assistant Secretary, Security Branch. Prior to these DPS roles, Mr Cooper occupied various roles within the Attorney-General's portfolio. Mr Cooper is an experienced SES officer with an extensive background in security issues and people management.

Chief Operating Officer, Cate Saunders

Ms Cate Saunders was appointed as Chief Operating Officer in December 2017. Before joining DPS, Ms Saunders was head of the People and Culture Branch at the Civil Aviation Safety Authority (CASA) and prior to this she was Chief Operating Officer at the Australian Pesticides and Veterinary Medicines Authority (APVMA). Over an eight year period, Ms Saunders held a number of senior positions with the Australian Federal Police (AFP). Prior to joining the Australian Public Service in 2000, Ms Saunders worked in the private sector for Coopers and Lybrand and Ernst & Young.

Ms Saunders is a member of the Institute of Chartered Accountants and a graduate of the Institute of Company Directors.

From 1 July 2017 until 6 December 2017 the position of Chief Operating Officer, was held by Myra Croke PSM.

ANNUAL PERFORMANCE STATEMENTS

3

INTRODUCTORY STATEMENT

I, Rob Stefanic, as the accountable authority of the Department of Parliamentary Services, present the 2017–18 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

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 services
- retail, health, banking and childcare services, and
- corporate, administrative and strategic services for DPS.

STRATEGIC THEMES

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

- Respond to the changing needs of the Parliament
- Enhance the Parliament's engagement with the community
- Effective stewardship of Australian Parliament House
- Effective delivery of the Australian Parliament House works program

FIGURE 3: DPS 2017–18 Planning Framework

Portfolio Budget Statement

Outcome 1:
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

Program 2:
Parliament House Works Program

Corporate Plan strategic themes

Respond to the changing needs of the Parliament

Enhance the Parliament's engagement with the community

Effective stewardship of APH

Effective delivery of the Parliament House Works Program

Annual Performance Statement (Annual Report)

Parliamentary Library Service KPIs are achieved

Hansard Service KPIs are achieved

Building occupancy satisfaction with timeliness and quality of DPS services

ICT Service Standards are achieved

Number and type of visitor interactions

Visitor satisfaction with Australian Parliament House experience

Design Integrity Performance

Building Condition Rating

Engineering Systems Condition Rating

Landscape Condition Rating

Security KPIs are achieved

Parliament House Works Program KPIs are achieved

DPS 2017–18 RESULTS

DPS met 17 of the 26 performance measures for the 2017–18 reporting period, an overall result of 65 per cent, which is a decrease of seven per cent on last year's result of 72 per cent (based on 13 out of 18 performance measures being met). The increased number of performance measures not meeting their target was partially offset by the greater number of performance measures reported by DPS.

TABLE 2: 2017–18 performance results

Performance Measure	2017–18 Target	2017–18 Results	Target achieved (Gap)
1. Number and types of visitor interactions			
Number of visitors	750,005	742,049	× (-7,956)
Number of virtual visitors	5,190,519	5,989,850	√ (+799,331)
Number of visitors for DPS school tours	127,176	132,040	√ (+4,864)
Number of participants to DPS organised tours and events	73,879	78,593	√ (+4,714)
2. Visitor satisfaction with the APH experience			
% of visitor feedback indicating their visit met or exceeded expectations	85%	98%	√ (+13%)
% of virtual visitor feedback indicating their visit met or exceeded expectations	85%	78%	× (-7%)
% of school visitor feedback indicating their visit met expectations	85%	98%	√ (+13%)
% of participants attending DPS tours and events indicating their visit met or exceeded expectations	85%	99%	√ (+14%)
3. Hansard Service KPIs are achieved			
% of Individual draft speeches delivered within two hours of speech finishing	85%	94%	√ (+9%)
% of electronic proof Hansard reports delivered within agreed timeframes	95%	97%	√ (+2%)
% of committee transcripts delivered within agreed timeframes	95%	82%	× (-13%)

Performance Measure	2017–18 Target	2017–18 Results	Target achieved (Gap)
4. 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)	75%	92%	√ (+17%)
5. Parliamentary Library Service KPIs are achieved			
% of Library Service KPIs set out in the annual Library Resource Agreement that are achieved	90%	93%	√ (+3%)
6. ICT Services Standards are achieved			
% of ICT Services Standards outlined in the ICT SLA that are achieved	90%	93%	√ (+3%)
7. Design Integrity Performance			
The level at which the design integrity process is functioning	Effective	Effective	√
The extent and effectiveness of consultation with the moral rights holders and DPS regarding the process for design integrity and moral rights matters	Effective	Effective	√
8. Building Condition Rating			
% of building areas reviewed that are assessed as being in good or better condition	80%	88%	√ (+8%)
9. Engineering Systems Condition Rating			
% of critical engineering systems assessed as being in good condition	70%	53%	× (-17%)
% of critical engineering systems reviewed that are assessed as being in fair or average condition	95%	85%	× (-10%)
10. Landscape Condition Rating			
% of landscaped areas reviewed that are assessed as being in good or better condition	85%	77%	× (-8%)
11. Security KPIs are achieved			
% of security incidents that are handled in accordance with policy and process	100%	93%	× (-7%)
% of PSS Officers compliant with mandatory training requirements	100%	97%	× (-3%)

Performance Measure	2017–18 Target	2017–18 Results	Target achieved (Gap)
12. Parliament House Work Programs are achieved			
% of Capital Works Branch projects in delivery phase	80%	87%	√ (7%)
% of Capital Works Branch budget spent in the financial year	80%	82%	√ (2%)
% of Security Upgrade Implementation Plan projects in delivery phase	80%	100%	√ (20%)
% of Security Upgrade Implementation Plan budget spent in the financial year	80%	54%	× (-26%)

ANALYSIS OF PERFORMANCE AGAINST PURPOSE

Our purpose is: DPS supports the functions of the APH and the work of parliamentarians through the provision of professional services, advice and facilities and the ongoing maintenance of APH; and makes the building and the important activity that takes place within it accessible.

The 2017–18 Corporate Plan reflected our purpose in four strategic themes, outlined how we sought to achieve that purpose and mapped this to the Programs and Outcome in our Portfolio Budget Statement. Each strategic theme was linked to our performance criteria, which allows us to track our performance against our purpose. See Figure 3.

Outcome 1—Program 1: Parliamentary Services

DPS has three strategic themes related to Program 1.

- Respond to the changing needs of the Parliament
- Enhance the Parliament's engagement with the community
- Effective stewardship of Australian Parliament House

In 2017–18 we continued to provide high quality connected services to parliamentarians, building occupants and visitors to Parliament House. The areas in which DPS performed well over the 2017–18 reporting period include visitor interactions, visitor satisfaction, building occupant satisfaction, Parliamentary Library services, ICT services, Design Integrity, Building Condition Rating and Hansard services. In particular the Building Occupant Satisfaction Survey continues to achieve results well above the target. DPS has raised the Building Occupant Satisfaction Survey target for 2018–19.

While there have been a number of positive achievements in 2017–18, 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 met 14 out of the 22 performance measures against Program 1, a result of 64 per cent. This is a 10 per cent decrease in results from 2016–17. The three main changes from 2016–17 driving this are:

- the Engineering System Condition rating has been split into two performance measures to implement more effective transparent reporting. Neither measure has been met this year. Ongoing multi-year capital works will improve the results of this measure

- the Landscape Condition Rating has not been met due to the effect of construction works, and

- the targets for the new security performance measures have not been met. The 100 per cent targets are aspirational, to reflect the importance of good security practice. See performance criterion 11 for an explanation of this result.

As outlined in the analysis for each performance criterion, a range of different factors have contributed to the eight performance measures that were not met, noting some were very close to the target. In each area, work is under way, and ongoing, to improve results against these criteria in 2018–19.

Outcome 1—Program 2: Parliament House Works Program

DPS has one strategic theme related to Program 2.

- Effective delivery of the Australian Parliament House works program

DPS follows an annual cycle of programming capital works to address key infrastructure risks and accommodate the evolving requirements of building occupants. DPS made good progress on capital works in 2017–18. Accommodating the requirements of parliamentary sittings and a wide range of stakeholders continues to put pressure on timeframes. DPS is focused on being flexible while driving towards the required outcomes.

We met three out of the four performance measures against Program 2, a result of 75 per cent. This result is considered in more detail in the analysis of performance criterion 12.

RESULTS BY PERFORMANCE CRITERIA

Performance criterion 1—Number and types of visitor interactions

DPS is the custodian of Parliament House as the home of the Parliament, as the working symbol of Australian democracy, and as a significant destination for citizens and international visitors alike. Part of DPS' purpose is to make Parliament House and the important activity that takes place within it accessible to the public. Visitors to Parliament House are encouraged to view proceedings of both the Senate and the House of Representatives from the public galleries or via ParlView on the Parliament of Australia website, to witness democracy in action. They can also learn about the work of the Parliament through a range of tours.

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 in 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, 2017–18 Portfolio Budget Statement, p15
* Program 1, 2017–18 Corporate Plan, p21

Results against performance criterion

TABLE 3: Number and types of visitor interactions

Target—Equivalent or greater to same period last year			
	2015–16 results	2016–17 results	2017–18 results
Number of visitors	725,992	750,005[4]	742,049
Number of virtual visitors	4,706,404	5,190,519	5,989,850
Number of visitors for DPS school tours	127,292	127,176	132,040
Number of participants in DPS organised tours and events	74,829	73,879	78,593

Methodology

Number of visitors

The number of visitors to Parliament House 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 Parliament House.

DPS defines visitors to include school tours, visitors signed in at the front entrance and international, interstate and local tourists. DPS excludes Australian Parliamentary/Public Servants, retail and service workers and building occupants who hold an active pass.

Number of virtual visitors

The number of virtual visitors is the number of people that visit the Parliament of Australia website. The calculation is based on the number of unique 'Users' as measured by Google analytics. In previous Annual Performance Statements the methodology has attributed the result to only the Visit Parliament section of aph.gov.au, but it represents visitation to the whole website.

Number of visitors for DPS school tours

The number of visitors for DPS school tours includes all students and any accompanying adults. School tour participants are manually counted by our Visitor Services Officers.

DPS defines school tours as the school tours bookings managed by the Serjeant-At-Arms' Office through the Venue Management System.

4   As detailed in Appendix F, this figure has been corrected from the 2016–17 Annual Report.

Number of participants in DPS organised tours and events

The number of participants in DPS organised tours and events measures the number of people that actively participate in both paid and free tours and events available to the public organised by DPS. The total number of people participating in the tours and events is based on manual counting by Visitor Services Officers as well as information from The Parliament Shop, and internal and external booking systems (such as Ticketek and Canberra Ticketing).

Analysis

Number of visitors

Visitor Service Officers actively engaged visitors with the work, stories and collections of Parliament House through their tour program, including a suite of nine different tours, and eight high quality exhibitions and events throughout the year. Ongoing building works negatively affected visitor numbers, as construction activity reduced the visual aesthetic and access to some areas of the building. Despite this, DPS achieved an annual result of 742,049 visitors to Parliament House, which is only a slight decrease on 2016–17 (7,956 or 1 per cent).

Number of virtual visitors

The range of services and information provided by the Parliament of Australia website—from information on parliamentarians through to parliamentary recordings—continued to drive strong virtual visitor numbers. This information is contributed by all four parliamentary departments and is administered by DPS. The Visit Parliament area, which features content targeted at visitors, received 395,743 visitors, which was a five per cent increase on 2016–17. DPS achieved an annual result of 5,989,850 visitors to the Parliament of Australia website, a 15 per cent increase on the 2016–17 figures.

Number of visitors for DPS school tours

School tours of Parliament House 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 on school tours grew by four per cent or 4,864 on 2016–17 figures, to be near the peak of school visits in the 2014–15 financial year.

FIGURE 4: Annual schools visitation figures
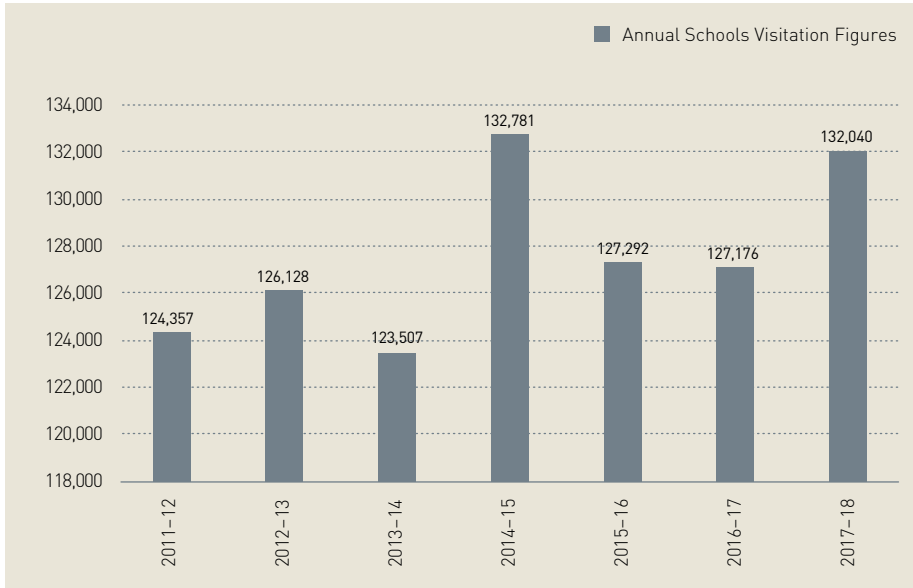
Annual schools visitation figures include students, teachers, carers and accompanying parents.

Number of participants to DPS organised tours and events

An engaging program of exhibitions and events throughout the year, along with the events in May to commemorate the 30th anniversary of the official opening of Parliament House by Her Majesty Queen Elizabeth II on 9 May 1988, contributed to a positive result for event visitation. A breakdown of the key tours and events is below. DPS tour and event numbers were 78,593, six per cent above the 2016–17 result.

Daily tours

Parliament House visitors participated in a number of daily guided tours in 2017–18 including:

- Welcome Tours—offered five times a day to introduce visitors to the most significant features of Parliament House. 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 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 Parliament House. Visitors have the opportunity to stand beneath the Australian flag, to hear of the events that have shaped Australia and Parliament House. During sitting days, the Discovery Tours are offered, but access to the private spaces is not available.

Seasonal and subject-based tours

Parliament House visitors participated in various tours held in 2017–18, these included:

- Spring Glory Tours in September and October 2017, which focused on the hidden courtyards and landscapes of Parliament House. 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 Parliament House

- as part of the Enlighten festival, APH Catering and Events presented two events, a *Masquerade Party* and a *Food, Fun and Fireworks* event, both on the Members and Guests Terrace. Both events sold out

- Autumn Colours in the Courtyards Tours in April and May 2018, which highlighted the spectacular changing landscape in the hidden courtyards of Parliament House

- NAIDOC and Reconciliation weeks saw the delivery of Indigenous Collections and Connections tours and the Canberra Design and Heritage weeks saw the delivery of Design for Democracy tours, and

- a number of tours were conducted for ministers, parliamentarians and international delegations.

Events

Parliament House visitors participated in various events held in 2017–18, these included:

- the annual 'Christmas comes to APH' program, launched by the Presiding Officers, which featured free public performances of Christmas carols and the Giving Tree in the Marble Foyer. Eleven school choirs participated in the performances and funds were raised for charities Life without Barriers and the Australian Indigenous Governance Institute

- as part of the 30th anniversary celebrations, on 5 May 2018, a panel of special guests led by Barrie Cassidy reflected on the architectural, social, historical, political and cultural legacy of Parliament House over the past 30 years, followed by a special concert by an ensemble from the Canberra Symphony Orchestra, and

- a ceremony on the Forecourt attended by His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd) and Her Excellency Lady Cosgrove for the 30th anniversary of the opening of Parliament House.

Performance criterion 2—Visitor satisfaction with the APH Experience

DPS aims to offer engaging and innovative programs to enhance visitor experience and community engagement, making Parliament House a destination of choice and a showcase for the best products of the surrounding region. Regular and on-going feedback is essential to understanding visitor satisfaction with the Parliament House 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:

* percentage of visitor feedback indicating their visit met or exceeded expectations
* percentage of virtual visitor feedback indicating their visit met or exceeded expectations
* percentage of school visitor feedback indicating their visit met expectations, and
* percentage 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, 2017–18 Portfolio Budget Statement, p15
* Program 1, 2017–18 Corporate Plan, p21

Results against performance criterion

TABLE 4: Visitor satisfaction with Australian Parliament House

Target—85% Satisfaction			
	2015–16 results	2016–17 results	2017–18 results
% of visitor feedback indicating their visit met or exceeded expectations	97%	97%	98%
% of virtual visitor feedback indicating their visit met or exceeded expectations	81%	86%	78%
% of school visitor feedback indicating their visit met expectations	99%	97%	98%
% of participants attending DPS tours and events indicating their visit met or exceeded expectations	99%	98%	99%

Methodology

Visitor feedback

Visitors' satisfaction with their experience at Parliament House 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 at a number of locations in 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 by Parliamentary Experience Branch. These responses are not included in the calculation as the information is not quantifiable.

Virtual visitor feedback

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 (strongly disagree) to 5 (strongly agree). A score of 3 or above indicates virtual visitor satisfaction with their interaction.

School visitor feedback

The percentage of school visitors' feedback indicating their visit met expectations is measured by capturing the satisfaction of school educators with the experience of Parliament House. 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. Each statement is considered a separate response for the purpose of calculating the response. The two statements are:

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

Tours and events feedback

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.

Tours include both free and paid tours led by Visitor Services Officers. Events included ticketed events, community events and other events run by DPS that are available to the public.

Analysis

Visitor feedback

DPS continued to receive strong positive feedback directly to staff and through the ratings cards handed out to visitors, demonstrating the quality and relevance of our programs and customer service. This is supported by Parliament House ranking eighth out of the '254 things to do in Canberra' as of 1 July 2018. This ranking, by TripAdvisor, is based on the quantity and quality of visitor reviews. During 2017–18 Parliament House received the 2018 TripAdvisor Travellers Choice and Certificate of Excellence Awards. The visitor satisfaction result for 2017–18 was 98 per cent. This was corroborated by a variety of independent sources.

Virtual visitor feedback

Virtual visitor feedback continues to be limited, with only 196 virtual visitors providing feedback via the website from a total of 5,989,850 virtual visitors. During 2017–18 DPS has reviewed and analysed the data and processes behind this performance measure. This review found the reliability of the measure is undermined by lack of data. It has been removed as a reportable performance measure in 2018–19. DPS will continue to collect and action feedback on the website while trying to redesign data collection to reflect a more representative sample. Virtual visitor satisfaction was 78 per cent for 2017–18.

School visitor feedback

During 2017–18, 132,040 school students and teachers were provided with a tour of Parliament House, with school tour satisfaction results of 98 per cent demonstrating that these tours are highly valued by participants.

DPS tours and events feedback

Interaction with visitors by DPS tour guides and the strong result from visitor feedback cards continue to validate DPS' confidence in our tours and events offerings. Staff have focused on ensuring that visitors are aware of the opportunity to provide feedback and have tripled response rates from participants. The satisfaction rate for tours and events in 2017–18 was 99 per cent.

A sample of visitor comments for tours and events held in 2017–18 appears below:

Welcome Tour:

- Sascha was an eloquent and knowledgeable guide, giving an enjoyable and interesting tour.
- Scott was great! Highly entertaining and extremely informative. Great tour. Very interesting! Made even more interesting with humour. Clear and easy to understand for all including non-native English speakers. Thank you!
- Thanks for a wonderful visit, Lori was an exceptional host, knowledgeable guide and a warm ambassador for our Parliament.
- We took the tour. The guide was engaging and interesting and the kids listened and asked questions. It was the right level of detail with enough anecdotes and open questions to capture everyone's attention. The view from the roof is worth seeing. (Via TripAdvisor)

School Tour:

- Stephen was very engaging and worked with the students in a positive and informative manner.
- Kirsten was very knowledgeable and aimed the information very appropriately, prompting students when they were unsure.
- The students thoroughly enjoyed their experience today—it consolidated their learning and fueled their interest in the political process.
- Very clear, informative, and patient. Shared some interesting and relevant stories. Great experience for students.

Behind the Scenes tour:

- Behind the Scenes tour with Nathan was outstanding. His knowledge and delivery of it was second to none.
- First time in Canberra so we thought we would do the behind the scenes tour. This proved to be a good decision as the tour guide was very knowledgeable and able to provide lots of anecdotes and history which made the whole experience more fulfilling. In particular I didn't realise the extent of cultural symbolism and thought that went into seemingly nearly every aspect Parliament's architectural design. Tour also gives access to some areas not available to an unstructured tour. (Via TripAdvisor)
- Gina was a very knowledgeable and interesting guide. Thoroughly enjoyed the tour.
- Went on the 'behind the scenes' tour at Parliament House @$25 per head. This only runs when Parliament is not sitting. Well worth it. The knowledge and enthusiasm of our guide Rosie was the main contributor—recommended. (Via TripAdvisor)

Spring/Autumn tour:

- The guide Marie was excellent. She knew the names of all the plants and trees and shared her enthusiasm.
- Kevin and the courtyard tour were wonderful. Very informative. Beautiful gardens and a friendly, knowledgeable guide.
- It was a real privilege to visit Parliament House and also the beautifully kept courtyard gardens. Thank you Monique for the wonderful Autumn Courtyard Tour this morning. Loved the spring tour very much as well. (Via Facebook)

Performance criterion 3—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 and 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, 2017–18 Portfolio Budget Statement, p16
- Program 1, 2017–18 Corporate Plan, p21

Results against performance criterion

TABLE 5: 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%			
	2015–16 results	2016–17 results	2017–18 results
% of Individual draft speeches delivered within two hours of speech finishing	86%	92%	94%
% of electronic proof Hansard reports delivered within agreed timeframes	93%	90%	97%
% of committee transcripts delivered within agreed timeframes	93%	99%	82%

Methodology

The Hansard Production System (HPS) continuously tracks the status of draft transcripts. The HPS records and produces reports on when Hansard documents are delivered compared to the target timeframe. 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 parliamentarian within two hours of the speech. Proof draft transcripts 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

Hansard exceeded the performance targets for timely delivery of individual draft speeches and electronic proof Hansard reports. Hansard did not achieve its target for committee transcripts, due to a spike in committee activity between July and October 2017. In particular, the July–August winter recess saw an increase in workload of 41 per cent relative to the last comparable winter break (2015).

Hansard adjusted its workforce composition and its strategy for outsourcing transcription work in response and, for the remainder of 2017–18, achieved a result of 92 per cent against the committee timeliness target. The committee offices of the Senate and House of Representatives were consulted on expected delays in committee transcription, to ensure priority transcripts were delivered on time.

Performance criterion 4—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, 2017–18 Portfolio Budget Statement, p15
- Program 1, 2017–18 Corporate Plan, p18

Results against performance criterion

TABLE 6: Building occupant satisfaction with timeliness and quality of DPS Services

Target 75% satisfaction			
	2015–16 results	2016–17 results	2017–18 results
% of building occupant feedback indicating a satisfied or neutral rating with timeliness and quality of DPS services (by DPS service category)	89%	90%	92%
Breakdown by service category			
Food and beverage/catering services	76%	88%	91%
Retail/sporting services	93%	95%	97%
Maintenance/cleaning services (including gardens and landscaping)	89%	89%	88%
Security services	94%	93%	93%
Parliamentary reporting and recording services	96%	98%	97%
ICT services	92%[5]	86%	90%
Visitor/Art services	94%[6]	95%	99%
Nurses centre services	-	81%	95%
Loading dock services	-	94%	94%

Methodology

The satisfaction with timeliness and quality of DPS services is measured annually through a Building Occupant Satisfaction Survey. Survey Monkey is used to allow building occupants to anonymously rate their level of satisfaction with DPS services over the past 12 months and they are encouraged to provide any comments or suggestions as to how the services could be improved in the free text fields.

To calculate the satisfaction rating, the 'Very Satisfied', 'Satisfied' and 'Neutral' (neither satisfied nor dissatisfied) responses are totalled and expressed as a percentage of the total response count.

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5   This number has been incorrectly reported in 2015–16 and 2016–17 Annual Report. Appendix F provides further details.

6   This number has been incorrectly reported in 2015–16 and 2016–17 Annual Report. Appendix F provides further details.

Analysis

DPS is proud of the positive feedback it receives through the Building Occupant Satisfaction Survey. The results of the survey, including both satisfaction ratings and individual comments, are 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.

For example cleaning has been a topic that has received negative feedback over the past two years. In 2017–18 DPS finalised the new cleaning contract for Parliament House, which came into effect on 1 July 2018. Feedback from building occupants was used when developing the statement of requirements for this procurement.

We received a total of 557 responses to the building occupant survey, from a distribution list of approximately 5,500 email addresses, which is a return of 10 per cent. The majority of respondents (74 per cent) worked for one of the four parliamentary departments. Participation by parliamentarians and their staff has increased as a proportion of total responses by five per cent to 24 per cent (131 people).

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 2018 survey was above the target, at 92 per cent. The target was achieved for all individual service categories in the 2018 survey.

In previous Annual Performance Statements, DPS commented on the appropriateness of the 75 per cent satisfaction target and indicated we would look to increase the target. In 2018–19 the target has been raised to 80 per cent.

DPS continues to supplement this information with other sources of feedback such as the Parliament House Art Collection Feedback Cards and feedback collected by APH Catering and Events.

Performance criterion 5—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 approved by the Presiding Officers in the annual Library Resource Agreement between the Secretary of DPS and the Parliamentary Librarian.

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 'continue to build the Library's reputation for high quality advice through': ensuring high and consistent quality in services; increasing digital access and service; supporting the Parliament's engagement with the community; and initiatives to help develop parliamentary democracy in our region.

Criterion source
- Program 1, 2017–18 Portfolio Budget Statement, p15
- Program 1, 2017–18 Corporate Plan, p19

Results against performance criterion

TABLE 7: Parliamentary Library Service KPIs

Target—90%			
	2015–16 results	**2016–17 results**	**2017–18 results**
% of Library Service KPIs set out in the annual Library Resource Agreement that are achieved	93%	90%	93%

Methodology

Key priorities and performance indicators for the Parliamentary Library are outlined in the 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 Search data bases
- number of new titles added to the catalogue
- percentage of the collection available online, and
- use of the Library's collections and databases 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 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.

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 2017–18 the Library met 93 per cent of its key deliverables and targets.

Significant initiatives in the reporting period included: the client evaluation of Library Services for the 45th Parliament; a review of the Library's KPIs; a review of the Library collection; completion of the new ParlMap and Wadsworth systems (the latter underpinning the online *Parliamentary Handbook*); digitisation of the Parliamentary Papers Series; the commencement of a remediation project for historic Hansard files; launch of the First Eight project; the expansion of news services; and assistance to the Parliamentary Institute of Cambodia and the Parliament of the Solomon Islands.

In regard to service benchmarks, 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). The Library achieved a rating of 94 per cent for client satisfaction among parliamentarians against its target of 95 per cent (based on data from the most recent client evaluation). It completed 11,656 individual client requests against its target of 13,000 (a demand driven measure). However, hours spent on client requests increased from 45,656 in 2016–17 to 47,747, reflecting their increasing complexity. There were a little over 3.946 million uses of the Library collection and databases, very slightly below the target of four million. The Library will continue to monitor usage closely. The Library did not meet its target of digitising three million pages from its historic newspaper clippings collection, as the fragility of the material caused processing delays.

The Library met or exceeded its targets for its remaining client service KPIs, including: timeliness; use of online publications; attendance at training courses and events; number of research publications released; number of items added to the EMMS service and ParlInfo Search databases and the Library catalogue; client use of the mediaportal and social media monitoring services; and percentage of collection available online.

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 6—ICT Service Standards are achieved

The ICT Service Standard is an index composed of 15 individual service standards, each of which is measured monthly. Each service standard 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, 2017–18 Portfolio Budget Statement, p15
- Program 1, 2017–18 Corporate Plan, p19

Results against performance criterion

TABLE 8: ICT Service standards are achieved

Target—90%			
	2015–16 results	2016–17 results	2017–18 results
% of ICT Service Standards outlined in the ICT SLA that are achieved	92%	88%	93%

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.

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 analogue nature of these systems. Their availability is determined through a combination of regular scheduled testing, monitoring and incidents raised by clients directly with the 2020 Service Desk. Availability of the Whole of Government Secure Internet Gateway, is reported to DPS by the vendor.

Analysis

In 2017–18, 167 out of 180 ICT Service Standards were achieved (see Table 8) leading to a five per cent overall improvement on the 2016–17 result. A combination of factors contributed to some of the ICT Service Standards not being achieved at several points throughout the year.

Several ICT outages experienced by both third party vendors and ICT Services during the 2017–18 reporting period have had a direct impact on the availability of key systems and services flowing through to performance measures for chamber services, file and print services, percentage of calls answered in less than 30 seconds, information services, user accounts and email within APH and electorate offices. These outages are not typical of the stability of ICT systems with the Parliament. Corrective actions have been implemented to continue to work towards achieving the performance criteria in the 2018–19 reporting period.

In addition, a higher than normal call volume and demand for ICT services occurred following the resumption of Parliament after the summer recess. The 'percentage answered in less than 30 seconds' service standard was adversely impacted by this significant increase in call volumes. Despite this, customers were still able to reach the 2020 Service Desk, including on the busiest day in February where calls increased by approximately 350 per cent over the daily average.

The Information Services Division delivered a series of major infrastructure upgrades during Q3 and Q4 2017–18 to improve the performance and supportability of critical Parliamentary services. These activities were scheduled and implemented with careful consideration of the impact to clients. The completion of the upgrades and the improvements in the underlying infrastructure better position DPS to meet the future needs of Parliamentary Computing Network users.

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

ICT Service Standard	Description	Monthly target achieved	Service Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
1. First Call Resolution	70 per cent of calls to the ICT 2020 Service Desk are resolved on first contact.	11/12	70%	75%	74%	73%	72%	71%	73%	75%	73%	70%	69%	75%	73%
2. Incident Resolution	95 per cent of all incidents reported to the ICT 2020 Service Desk are resolved within the agreed resolution times.	12/12	95%	96%	96%	98%	97%	97%	97%	96%	95%	96%	96%	98%	97%
3. % of calls answered in 30 sec	90 per cent of calls made to the ICT 2020 Service Desk are answered within 30 seconds.	6/12	90%	92%	90%	93%	90%	92%	91%	83%	88%	75%	67%	85%	81%
4. Gateway availability	Gateway services are available 24 hours a day, seven days a week (excluding scheduled downtime). The target availability for gateway services is 99 per cent.	12/12	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

ICT Service Standard	Description	Monthly target achieved	Service Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
5. Customer Engagement model—on response time of the three timeframes	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 six days of lodgement and that 100 per cent of customer requests have undergone a detailed assessment within a timeframe agreed to with the customer.	12/12	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
6. User accounts	100 per cent of all new user accounts are created within 24 hours.	10/12	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	98%
7. Telephone— technical	Each telephone handset is operational 24 hours a day, seven days a week.	12/12	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

ICT Service Standard	Description	Monthly target achieved	Service Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
8. Broadcasting services	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% (sitting periods only)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
9. Information services	Availability of the EMMS and ParlView services. The target availability is 99 per cent.	11/12	99%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%
10. PABX availability	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%
11. Internet	Target average availability of internet services for our customers is 99 per cent.	12/12	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
12. Email	Target average availability for email and mail exchange services provided by DPS is 99 per cent.	11/12	99%	100%	99%	99.97%	100%	100%	100%	100%	100%	100%	100%	100%	98%

ICT Service Standard	Description	Monthly target achieved	Service Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
13. File and Print	Target availability for file and print services provided to our customers is 99 per cent.	11/12	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
14. Chamber Services	Availability of specific systems used by the House departments to ensure the effective and efficient operation of 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.	11/12	100% (sitting periods only)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
15. 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, seven days a week (excluding scheduled downtime).	12/12	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Performance criterion 7—Design Integrity Performance

Through the design integrity consultation process, established during 2016–17, DPS is maintaining the design integrity of Parliament House by integrating consideration of the architect's design intent into all aspects of the planning, implementation and review processes for capital works and maintenance projects.

A fundamental element of the design integrity consultation process is the ongoing dialogue with Mr Giurgola's moral rights administrators and key members of the original Parliament House design team, Ms Pamille Berg AO Hon FRAIA and Mr Harold (Hal) Guida LFRAIA AIA. Ms Berg and Mr Guida are a key source of information on the original design intent of Parliament House and how to interpret and apply it as the building changes. This assistance helps staff understand and manage effectively the building and its surrounds.

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 1, 2017–18 Portfolio Budget Statement, p16
- Program 1, 2017–18 Corporate Plan, p23

Results against performance criterion

TABLE 10: Continuity of Design Integrity

Target—Effective			
	2015–16 results	2016–17 results	2017–18 results
The level at which the design integrity process is functioning[7]	-	-	Effective
The extent and effectiveness of consultation with moral rights holders and DPS regarding the process for design integrity and moral rights matters[8]	-	-	Effective
% of projects that have a material impact on design integrity of the building where design integrity is maintained or improved[9]	-	90%	-

Methodology

A qualitative assessment of the level of effectiveness of the Design Integrity process, both within DPS and with the moral rights administrators[10], is undertaken by the Design Integrity and Archives Unit. The unit provides secretariat support for the quarterly design integrity meetings and other meetings (as necessary) and facilitated consultation between the DPS staff and the moral rights administrators. The assessment of how effective the process has been is based on an analysis of the number and type of interactions with staff, including on important capital works and maintenance projects, and with the moral rights administrators.

Importantly, DPS also requests annual feedback from the moral rights administrators on their views about the extent and effectiveness of our consultation with them about design integrity and moral rights matters. This provides an external measure of the effectiveness of DPS' consultation with these key stakeholders.

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7   These new performance measures follow the 2016–17 review of the Design Integrity performance measures.

8   These new performance measures follow the 2016–17 review of the Design Integrity performance measures.

9   This performance measure was discontinued in 2017–18.

10   Previously referred to as the moral rights holders.

Analysis

Overall, the design integrity consultation process is now working reasonably effectively. Prior to the introduction of the design integrity consultation processes in 2016–17, communication and interaction with the moral rights administrators had become sporadic and internal departmental liaison was considered to be ad hoc. However, effecting cultural change takes time. Since the introduction of the new consultation protocols and the set-up of the Design Integrity and Archives Unit, including the engagement of an architectural historian in February 2018, improvements have been noticeable. It is acknowledged that as the process matures and staff become more familiar with it, regular liaison will become more routine.

During 2017–18, DPS held three day-long quarterly meetings with Ms Berg and Mr Guida and had more than 22 ad hoc meetings, presentations (including three all-staff presentations on the design intent of the architecture and art of the Forecourt, Foyer and Great Hall) and round-table discussions with one or both of the moral rights administrators. These meetings covered a variety of design integrity issues, including (but not limited to):

- major capital works, including for example, the proposed public car park and Forecourt renewal projects, working at heights measures, lift upgrades, and the art/craft program
- potential information and telecommunication matters
- events to celebrate the 30th anniversary of the opening of Parliament House
- furniture, fittings and fixtures
- accessibility matters, and
- landscape and gardening issues.

Given its importance, matters related to design integrity are a standing agenda item at the fortnightly Executive Committee meetings. In addition, the Design Integrity and Archives Unit is represented at various departmental fora (such as the quarterly risk management forum and the weekly building maintenance meetings), participates in stakeholder groups and management boards established for various capital works projects and regularly meets with project managers and officers to discuss specific design integrity matters as they arise. The unit has also responded in writing to requests for information, with many of the responses involving considerable research through original files held by the National Archives of Australia and in other sources. Anecdotally, the unit has received positive feedback from staff regarding this work.

The overriding principle of the new consultation process is the early and regular involvement of the Design Integrity and Archives Unit and Ms Berg and Mr Guida (as necessary) on design integrity during the entire life of a capital works project or maintenance program. In this way, timely intervention can be achieved if required to ensure that Mr Giurgola's design intent is maintained for future generations and unnecessary or abortive work is eliminated to the greatest extent possible. Collectively, the moral rights administrators have expressed confidence in the new consultation processes and are pleased with the level of engagement to date.

Performance criterion 8—Building Condition Rating

DPS measures the Building Condition Rating (BCR) by the percentage of areas within the building 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:

- maintain Parliament House and the precinct as befits its status as an iconic building and location of national significance
- ensure that adaptations of the building's uses are strategic, appropriate and reference design integrity principles, and
- effectively manage all assets within APH including collections.

Criterion source

- Program 1, 2017–18 Portfolio Budget Statement, p16
- Program 1, 2017–18 Corporate Plan, p23

Results against performance criterion

TABLE 11: Building Condition rating

Target—80%			
	2015–16 results	2016–17 results	2017–18 results
% of building areas reviewed that are assessed as being in good or better condition	-	81%	88%
% of building areas reviewed that are assessed as being in fair or better condition[11]	88%	-	-

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11   This performance measure was discontinued in 2015–16.

Methodology

The BCR measures the current condition of Parliament House's building fabric, 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 into eight zones and, over the course of the 12-month reporting period, an inspection is carried out using the BCR methodology. Each area within a zone has up to 31 elements which are scored from zero (disrepair) to 100 (excellent).

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

The recommendations from the audit in 2016–17 have now all been implemented and the verification methods improved. It was identified that the rating scale for the BCR should be aligned so that an assessment of 'Good' (i.e. 80 per cent) meets the target, in order to fully address audit concerns. DPS recognised that the change would contribute to a slight rise in the overall score.

In 2017–18, DPS undertook a project to implement all BCR measurements in the SAP system. The readings can now be directly recorded while conducting inspections. SAP can now report on historical data and subsets of its stored information, such as carpet condition.

Analysis

In 2017–18, a total of 660 rooms, suites and areas were inspected. The consequent performance measure result was 88 per cent, which represents an increase of seven per cent compared to 2016–17.

As well as the change to the rating scale mentioned in the methodology, the improvement is attributed to:

- a number of office area refurbishments
- a replacement program to upgrade staff office furniture
- carpeting and repainting of 40 suites
- retiling of 20 toilets, and
- re-glazing of a number of link-ways and skylights.

Due to current construction activities, a small number of areas were not measured in 2017–18. These will be subject to inspection in the coming year.

DPS will continue to seek opportunities for improving BCR processes, including refining the present methodology, developing targeted inspection strategies and reviewing maintenance arrangements. DPS is considering whether building users' experiences of Parliament House would be better reflected by a system that gave greater weighting to core elements of the areas (such as paint and carpet). For example, under the current methodology, cleanliness is one element of up to 31 elements. A low cleaning score, which is a major factor in building occupants' perceptions of Parliament House, only contributes three per cent of an area's total score.

Performance criterion 9—Engineering Systems Condition Rating

The Engineering Systems Condition Rating (ESCR) measures the current operation and condition of the engineering systems in Parliament House 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 1, 2017–18 Corporate Plan, p23

Results against performance criterion

TABLE 12: Engineering Systems Condtion Rating

Target **% of critical engineering systems reviewed that are assessed as being in good condition—70%** **% of critical engineering systems reviewed that are assessed as being in fair or average condition—95%**				
	2015–16 results	**2016–17 results**	**Last year's results converted**	**2017–18 results**
% of critical engineering systems reviewed that are assessed as being in good condition	-	50%	52%	53%
% of critical engineering systems reviewed that are assessed as being in fair or average condition	-	87%	88%	85%
% of critical engineering systems reviewed that are assessed as being in good or better condition	-	50%[12]	-	-
% of critical engineering systems reviewed that are assessed as being in fair or better condition	89%[13]	-	-	-

Methodology

As in 2016–17, DPS engaged a third party (ESBS Pty Ltd) to assist in undertaking the ESCR. This third party:

- reviewed the status of engineering assets that were replaced or refurbished through capital works projects in 2017–18
- reset the condition ratings of these assets as appropriate, and
- surveyed specific engineering assets selected on a risk basis by DPS. Emphasis for the surveyed assets was placed on those that were assessed in 2016–17 to be in poor condition and critical items of engineering plant rated as in fair or average condition.

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12   This performance measure was discontinued in 2016–17.

13   This performance measure was discontinued in 2015–16.

In 2017–18 DPS reviewed the list of existing engineering system subcategories as part of an ongoing improvement process. To better capture this data at the system level, DPS regrouped it into more logical, systems-based subcategories. For example, what was recorded as six individual boilers has been consolidated into a single subcategory *Boiler—Central Energy.* Consistent with the revised subsystem categorisation, this year's ratings were applied over nine system categories and 283 subsystem categories. Refinement of the last year's 410 subsystems was undertaken by functional groupings rather than by location to further improve the accuracy of this Performance Measure. Last year's ESCR scores have been converted into the new system subcategorisation to enable comparison with this year's performance data. The scores have also been rounded to the nearest percentage rather than to two decimal points.

The two performance measures use the same calculation steps but different assessments. Once a score was allocated to the three 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 'fair or average' depending on the performance measure. This score was converted to a percentage for each factor. Then, the overall result for each system category was 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.

Analysis

The 53 per cent of assets rated as being in good or better condition represents a slight improvement over the 52 per cent result for 2016–17. While this is substantially below the 70 per cent target, further improvements should be realised as major capital works are delivered in the next two years. A review of rankings for individual system categories show that the condition of lifts, electrical assets and the Building Management System are having a particularly adverse impact on improved ratings.

The three per cent decline on last year in items assessed as fair or average has resulted from deterioration in the condition of Variable Volume and Packaged Air Handlers, Area Main Switch Boards and Uninterruptible Power Supply (UPS) since the previous inspection.

Improvements expected to 2021

DPS has mobilised resources for a staged upgrade of the Building Management System over the next two to three years. The Building Management System is expected to be significantly upgraded by 2021.

The following is an overview of the capital works projects that are also expected to have a positive affect on performance in this area over the next two years:

Electrical Services	• electrical distribution boards replacement (due for completion in June 2021) • emergency lighting monitoring (due for completion in June 2022) • light fittings upgrade to low energy luminaires (due for completion in June 2022) • lightning control upgrade (due for completion in June 2022), and • review and planning of electrical essential power requirements, high voltage electrical distribution, auxiliary power upgrades including load shedding and replacement/upgrade of emergency power generators expected by December 2018 (capital works expected to be committed and completed by June 2020).
Fire Services	• sliding fire door replacement (due for completion September 2020), and • fire sprinkler services upgrade including piping (expected to commence in 2018–19).
Mechanical Services	• replacement of all mechanical switchboards (due for completion June 2020) • investigation and design of replacement/upgrades of all major air handling plant (for heating, cooling and ventilation) under way with capital works expected to be completed by June 2021 • design of dedicated ventilation systems upgrades under way with capital works expected to be completed by December 2020, and • replacement of the boiler plant (due for practical completion December 2018).
Lifts	• the progressive replacement of the 42 lifts over four years • the first four lifts were refurbished in 2017–18. Of the remaining 38, 10 are scheduled for completion in 2018–19, 14 in 2019–20 and the final 14 in 2020–21.

Performance criterion 10—Landscape Condition Rating

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

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:

- maintain Parliament House and the precinct as befits its status as an iconic building and location of national significance
- 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 1, 2017–18 Portfolio Budget Statement, p16
- Program 1, 2017–18 Corporate Plan, p22

Results against performance criterion

TABLE 13: Landscape Condition Rating

Target—85%			
	2015–16 results	2016–17 results	2017–18 results
% of landscaped areas reviewed that are assessed as being in good or better condition	–	88%	77%
% of landscaped areas reviewed that are assessed as being in fair or better condition	83%[14]	–	–

Methodology

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 is designed to give a fair representation of the overall landscape condition.

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14   This performance measure was discontinued in 2015–16.

Analysis

The security capital works have had a major effect on the LCR result. This was mainly due to impacts from the new fence being installed on all four ramps and at the Senate and House of Representatives sides of the building. Building users will have seen that there was no shrubbery or turf around the Senate and House of Representatives slip roads.

Projects are also in development and under way to address:

* a leak in the Members and Guests Terrace Garden, which has resulted in all plants being removed.
* the leaking pond and condition of grouting in the Forecourt, and
* the poor condition of the trees at the entrances to the Senate and the House of Representatives.

As expected due to the events that occurred in 2017–18 the Landscape Condition Rating was 11 per cent less than the previous year. The score is expected to meet the target of 85 per cent next year when the project works are completed and the landscape is rehabilitated.

Performance criterion 11—Security KPIs are achieved

The Security KPIs measure the Parliamentary Security Service's (PSS) performance and reflect the robustness of the policies and processes and operational capability.

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 a secure environment while maintaining public accessibility.

Criterion source

* Program 1, 2017–18 Portfolio Budget Statement, p16
* Program 1, 2017–18 Corporate Plan, p23

Results against performance criterion

TABLE 14: Security KPIs

Target—100%			
	2015–16 results	2016–17 results	2017–18 results
% of security incidents that are handled in accordance with policy and process	–	–	93%[15]
% of PSS Officers compliant with mandatory training requirements	–	–	97%[16]

Methodology

Handling of security incidents

The Security Operating Policy and Procedure 10.7–Parliamentary Security Service (PSS) Security Incident Reporting states that '[s]ecurity incident reports provide an official record of events relating to breaches of security or other security matters.' Incident reports are used by Security Branch to document information on and provide management visibility of a range of events and interactions involving PSS staff. A security incident is an incident that impacts on the integrity of the security arrangements at Parliament House. Not all incident reports relate to security incidents. Security incidents include:

- non-compliance with security screening
- denial of entry to the building or galleries
- disruptive behavior that requires any level of security response
- reported lost or stolen items, and
- instances where an escorted visitor is found without a pass holder to escort them or where an unauthorised person is found in the private areas.

Security reports are examined to determine if the incident was a security incident and whether it was due to a systemic cause (e.g. an unattended item) or due to other factors such as a failure to follow procedures. The handling of the security incident is then assessed against the stated protocols in the Security Operating Policies and Procedures (OPPs) and a final percentage is then calculated based on an analysis of whether the incident was compliant with the OPPs.

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15   This is a new performance measure in 2017–18.

16   This is a new performance measure in 2017–18.

Mandatory PSS training

The mandatory training for PSS Officers is Initial Security Training (IST) on their recruitment and annual Competency Maintenance Training (CMT). This does not include the generic mandatory training that applies to all DPS employees (such as Fraud Awareness, WHS training, etc).

PSS Officers do not commence operational duties until they have successfully completed IST. IST is a six week program providing new recruits the basic training they require to fulfil their roles and obligations as uniformed PSS Officers, covering topics such as Communications, Access Control, Screening, Defensive Tactics, and Powers and Responsibilities.

CMT is ongoing. It covers areas such as First Aid, defensive tactics, first response fire fighting and parliamentarian recognition. All areas have specific requalification windows which are tracked by the Security Branch Learning and Development Section, including exemptions to allow for training to be rescheduled for operational reasons such as parliamentary sitting being extended. The result is calculated as at 30 June each year.

Analysis

Handling of security incidents

The target for the correct handling of security incidents is 100 per cent. For the year 2017–18, the actual achievement was 93 per cent. Factors such as human error, issues of performance management and supervision prevented the target being achieved. The objective is to document all security incidents and to identify those that have occurred as a result of non-compliance with the OPPs. The root cause of any non-compliance and any systemic issues are then used for performance improvement purposes, training updates or recommended changes to security protocols.

Mandatory PSS training

The target for this performance indicator is 100 per cent, for which the achieved results were 97 per cent. The indicator is to record the number of PSS Officers that have undertaken all compulsory training and to report, by exception, those that have not. PSS officers are required to complete all mandatory training specified in the DPS Enterprise Agreement 2017 or any other training identified by the DPS Security Branch. An analysis of this data indicated that 97 per cent of the 169 officers (as at 30 June 2018) had completed the required training.

The outstanding three per cent of officers (five) that had not completed training were unable to do so for the following reasons:

* three officers were unable to requalify in defensive tactics in the agreed timeframe due to delays in the program whilst it was being reviewed, and
* two officers had been working extensively on rotating shifts and were not able to be released from duties for scheduled training.

All five officers had been scheduled for their training during July 2018.

Performance criterion 12—Parliament House Works Program KPIs are achieved

The Parliament House Works Program KPIs measures project delivery.

Effective delivery of the APH works program 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:

- effectively manage a Capital Works program for APH to function effectively as a safe and accessible workplace, and
- deliver a security upgrade capital works program that meets the needs of the Parliament.

Criterion source

- Program 2, 2017–18 Portfolio Budget Statement, p17
- Program 2, 2017–18 Corporate Plan, p25

Results against performance criterion

TABLE 15: Parliament House Works Programs KPIs are Achieved

Target—80%			
	2015–16 results	2016–17 results	2017–18 results
% of Capital Works Branch projects in delivery phase	-	-	87%[17]
% of Capital Works Branch budget spent in the financial year	-	-	82%[18]
% of Security Upgrade Implementation Plan projects in delivery phase	-	-	100%[19]
% of Security Upgrade Implementation Plan budget spent in the financial year	-	-	54%[20]

Methodology

Projects in delivery phase—Capital Works Branch

Any project in delivery phase through the financial year counts towards this KPI. Projects are considered to be in delivery at commencement of design through to completion of works on site. Projects do not have to be planned projects to count towards this KPI.

The projects in the Administered Capital Report (ACR) as agreed at the beginning of the financial year provide the baseline for calculating this result.

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17 This is a new performance measure in 2017–18.

18 This is a new performance measure in 2017–18.

19 This is a new performance measure in 2017–18.

20 This is a new performance measure in 2017–18.

Budget spent in the financial year—Capital Works Branch

The percentage of the Security Upgrade Implementation Plan budget spent in the financial year as recorded by the Chief Finance Officer.

Projects in delivery phase—Security Upgrade Implementation Plan

Any project in delivery phase through the financial year counts towards this KPI. Projects are considered to be in delivery at commencement of design through to completion of works on site. Projects do not have to be planned projects to count towards this KPI.

The projects in the Administered Capital Report (ACR) as agreed at the beginning of the financial year provide the baseline for calculating this result.

Budget spent in the financial year—Security Upgrade Implementation Plan

The percentage of the Security Upgrade Implementation Plan budget spent in the financial year as recorded by the Chief Finance Officer.

Analysis

DPS follows an annual cycle of programming capital works to address key infrastructure risks and accommodate the evolving requirements of building occupants. DPS made good progress on capital works in 2017–18. Accommodating the requirements of parliamentary sittings and a wide range of stakeholders continues to put pressure on timeframes. DPS is focused on being flexible while driving towards the required outcomes.

Considerable progress was made on both the physical and electronic components of the security works. The budget underspend is temporary and primarily due to contractor-related delays and the requirement to respond to the needs of building occupants.

* The fencing and associated civil works were substantially completed with a small amount of re-turfing and planting remaining.
* Work on the Senate, House of Representatives and main public entrances progressed more slowly than expected due to contractor-related delays and the requirement to respond to the needs of building occupants.
* Upgrades to the security of skylights and rectification of leaks in the Main Committee Room and Members Hall were substantially completed. The third main skylight over the Great Hall will be replaced in 2018–19.
* The roll-out of electronic security measures—including improved CCTV coverage and the Electronic Access Control System for selected areas—is well advanced.

The non-security works program has accelerated dramatically in 2017–18 and is delivering good results.

- Significant improvements were made to the climate control system with major upgrades to plant.
- Major upgrades were undertaken to the roof structure to rectify water ingress, including the Senate Chamber skylight.
- Six of the building's 42 lifts were substantially upgraded by the replacement of most of the mechanical and electrical equipment and the refurbishment of the lift car interiors.
- During the year the Emergency Warning Intercommunication System was replaced with improved fire resistant cabling and sophisticated electronic fire management system.
- Improvements were also made to the safety and reliability of the electrical network with upgrades to major circuit breakers and some distribution boards.

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 2017–18.

INFORMATION SERVICES DIVISION

Introduction

DPS is the primary provider and broker of ICT services for Parliament. DPS manages the ICT infrastructure, support and delivery of a range of information, telecommunication and broadcasting services inside Parliament House, to parliamentarians' electorate offices, to Commonwealth Parliament Offices, to the public and to users of the Parliament of Australia website.

A new Chief Information Officer was appointed to DPS in November 2017, who will lead the Information Services Division to develop and implement an *Australian Parliament Digital Strategy 2019–22* (the digital strategy). The digital strategy will replace the current *Parliament of Australia ICT Strategic Plan 2013–18*.

The existing ICT strategy has delivered service improvements across the areas of infrastructure, major projects, service delivery, architecture, security, Hansard and broadcasting.

The digital strategy will build on these strengths, providing a vision of what a 'digital parliament' will look like and how it will be achieved. The Information Services Division will work in partnership with the whole-of-government direction and broker the integration of appropriate new ICT services as they are made available by industry.

Divisional highlights

ICT Planning and Applications Branch

The ICT Planning and Applications Branch is primarily responsible for the delivery of strategic ICT capability as outlined in the *Parliament of Australia ICT Strategic Plan 2013–18*. This is achieved through an architectural approach, enabling improved access to parliamentary information and services through state-of-the-art technology. The branch is also responsible for the cyber security operations of the Parliament.

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

- Enterprise Architecture
- Cyber Security, and
- ICT Project Management Office.

Key highlights of the branch include:

- the launch of an innovative pilot which investigates new ways of leveraging cloud-based mobility services to enable flexible and secure ways of working for parliamentarians and their staff anywhere, any time, on a range of devices
- continued improvements to the cyber security of the Parliament, through network design changes to harden the internal ICT network against cyber attack and the implementation of advanced denial-of-service attack preventions on the agency's internet gateway. This work was complemented by the launch of a number of online and face-to-face cyber security awareness and simulation programs for Parliament House staff, to improve their understanding and ability to identify threats in cyber space
- delivery of significant enhancements to the Parliament of Australia website to improve the availability of information and enable the public to actively engage with the Parliament and its committees, and
- system upgrade, replacement and enhancement programs for ICT business systems within DPS, the Department of the House of Representatives, the Department of the Senate and the Parliamentary Budget Office, to facilitate operations and progress the digital transformation of services.

ICT Infrastructure and Services Branch

The ICT 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 Network Operations
- ICT Support Services (2020 Service Desk, ICT Training, ParlICT for parliamentarians, Second Level Support)
- ICT Infrastructure Operations, and
- Web and Mobile Applications.

Key highlights of the branch include:

- a major upgrade of the underlying email infrastructure to improve the performance and responsiveness of the email service. This upgrade will act as a cornerstone capability for the introduction of ICT technologies and features in future years

- a refresh of core electorate office network infrastructure to proactively provide greater ICT resilience and future-proofing

- the launch of an e-learning pilot to parliamentarians and their staff. The e-learning suite, which will allow training and development opportunities to be provided to all electorate offices, comprises approximately 180,000 instructional videos and 6,000 technical, software and business-related courses, to help staff gain new skills on demand. In particular, the pilot will provide greater opportunities for rural and remote staff to access training services without the cost of travelling to metropolitan areas

- implementation of an updated Parliamentary Directory, which gives building occupants a faster and more efficient method for locating and contacting colleagues, and

- an update to the 2018 version of the Adobe Creative Cloud suite, to give parliamentarians and their staff the latest and most powerful multimedia editing tools.

Parliamentary Recording and Reporting Branch

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

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

- Hansard
- Parliamentary Audio Visual Services (ParlAV), including Broadcasting Infrastructure Support, and
- Enterprise Information Management

In 2017–18, the Enterprise Information Management (EIM) section and the Broadcasting Infrastructure Support (BIS) unit were incorporated into PRRB. EIM's inclusion in PRRB aligns with the branch's responsibility for producing the two key business records of the work of the Parliament produced by DPS—Hansard and audio-visual recordings. BIS's location within Parliamentary Audio Visual Services allows the section to operate self-sufficiently from both technical and operational standpoints.

Key highlights of the branch include:

- completion of the Digital Continuity 2020 targets set out by the National Archives of Australia (NAA) to establish an information governance committee and framework and to designate an SES-level 'chief information governance officer'. All other targets relating to information assets and business systems are in progress. In the NAA's December 2017 snapshot of progress on Digital Continuity 2020, DPS achieved a score of 29, with scores ranging from 13 to 37 across 168 Commonwealth agencies

- the broadcasting of major events including state visits from the Republic of the Union of Myanmar, the Solomon Islands, the Socialist Republic of Vietnam and the Republic of Vanuatu, as well as celebrations and reflections on 30 years of Australian Parliament House, and

- integration of the live captioning service with Hansard's transcription processes, offsetting investment in new quality assurance measures and mitigating the impact of increased committee activity on service standards.

TABLE 16: Hours recorded and transcribed

Activity	Number of hours recorded and transcribed		
	2015–16	2016–17	2017–18
Parliamentary proceedings in the Senate, House of Representatives and Federation Chamber	1,204	1,342	1,352
Parliament House committee hearings	1,154	1,343	1,402
Interstate committee hearings	1,275	873	1,327
Total	**3,633**	**3,558**	**4,081**

Hansard

Hansard reports on errors in transcription notified by its customers, as a guide to trends in the accuracy of its transcripts. Errors are notified by parliamentarians' offices for chamber transcripts and by committee secretariats for committee hearings. In 2016–17, an improved process for recording and reporting error rates gave a more accurate picture, revealing that the error rate for committees in particular is higher than previously thought. Through 2017–18, as resources and delivery timeframes permitted, Hansard introduced a number of additional quality assurance processes that aim to improve the accuracy of the Hansard transcripts. Because the quality assurance measures for committees primarily related to staff feedback and to learning and development needs, there is expected to be a lag in the positive impact of these quality assurance measures on Hansard error rates. However, the gap between the 2017–18 committee error result and target is significant and will be the subject of a further review in the first quarter of 2018–19, with a view to further quality assurance processes being implemented for continuous improvement through the year.

TABLE 17: Hansard–Accuracy

Type of transcription	Service standard target	Error rate		
		2015–16	2016–17	2017–18
Chamber proceedings	5 or fewer errors per 100 pages, as notified by customers	1.81 errors	2.59 errors	3.02 errors *
Committee hearings (Parliament House and interstate)	5 or fewer errors per 100 pages, as notified by customers	2.33 errors	15.81 errors	18.1 errors ^

* Total pages 21,583
^ Total pages 27,057

Further analysis of Hansard is addressed in the Annual Performance Statements at pages 39–40.

Hansard did not achieve its target for committee transcripts, due to a spike in committee activity between July and October 2017. In particular, the July–August winter recess saw an increase in workload of 41 per cent relative to the last comparable winter break (2015). In response, Hansard adjusted its resourcing and consulted the house departments' committee offices on expected delays in committee transcription, to ensure priority transcripts were delivered on time.

TABLE 18: Hansard–Timeliness–Committees

Committee-agreed timeframe	Service standard target	Percentage delivered within service standards		
		2015–16	2016–17	2017–18
Delivery by next business day	95.00%	100.00%	100.00%	98.07%
Delivery within 1–3 business days	95.00%	98.00%	95.61%	88.27%
Delivery within 3–5 business days	95.00%	91.00%	97.37%	76.92%

TABLE 19: Access to ParlView on the Parliament of Australia website

	2015–16	2016–17	2017–18
Country with most views	Australia 221,355 views 92% of total views	Australia 243,563 views 90.2% of total views	Australia 184,065 views 92.5% of total views
Within Australia	Canberra 60,826 views 27.5% of total views	Canberra 80,895 views 33.2% of total views	Canberra 72,757 views 39.4% of total views
Highest daily view	6 February 2016 7,000 views	19 October 2016 7,359 views	31 May 2018 2,556 views

BUILDING AND SECURITY DIVISION

Introduction

The Building and Security Division comprises the Building Services Branch, Capital Works Branch and Security 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 Australian Parliament House complex occupies a 35-hectare site, comprises approximately 4,700 rooms across four levels, and has a total floor area of more than 267,000 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 services; building information and building maintenance contracts; furniture, strategic accommodation and office fit-outs; and strategic asset management.

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

- Building Information and Contracts
- Building Strategy and Services, and
- Maintenance Services.

Key highlights of the branch include:

- responding to 5,040 incoming calls for assistance to the DPS Maintenance Help Desk, which manages building services requests, responds to alarms, assigns rapid response trade staff and provides 24-hour system monitoring and response functions
- implementation of a new customer service workflow management tool, JIRA, to capture and report on customer service requests made to the Help Desk via other mechanisms
- finalisation of a new cleaning contract for Parliament House, which came into effect on 1 July 2018, combining three work packages: internal, external and specialist cleaning
- staff supported the filming of the ABC documentary *The House with Annabel Crabb* (the episodes aired from 8 August to 12 September 2017), and *The Living Room* (the episode aired on 25 May 2018)

- the review and updating, in collaboration with other areas of DPS, of the Parliament House Site Book and the *DPS Standards for Project Documentation*. Both contain important information for contractors undertaking works at Parliament House or creating or amending drawings on behalf of DPS

- modifications to a parliamentarian suite to improve accessibility, and upgrades to four open plan office accommodation areas and three areas in the public zone, and

- establishment of a furniture team to effectively manage the Parliament House furniture collections.

Security Branch

The 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, departmental security vetting, internal security training, resilience planning and emergency management. The Security Branch works in partnership with the Australian Federal Police (AFP) to ensure the safety and security of Parliament House occupants and visitors.

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

- Security Operations (responsible for the Parliamentary Security Service), and

- Security Policy and Governance.

Key highlights of the branch include:

- work associated with the review of the *APH CCTV Code of Practice*, including the establishment of more robust security data management processes and business practices. The revised code was approved by the Presiding Officers, with implementation to occur in the second half of 2018

- implementation in August 2017 of the *Security Awareness Training Policy*, which outlines the key principles and responsibilities for mandatory security awareness training in DPS. By 30 June 2018, 78 per cent of DPS staff had undertaken this mandatory training, with remaining staff to be trained in the first quarter of 2018–19

- screening of approximately 750,000 visitors through the entry points of Parliament House, and

- responding to approximately 70 first aid incidents.

Capital Works Branch

The Capital Works Branch is responsible for delivering building infrastructure projects that enable Parliament House to function effectively as a safe and accessible building, and facilitates the *Australian Parliament House Security Upgrade—Implementation Plan.*

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

* Project Coordination, and
* Program Delivery.

Key highlights of the branch include:

* the large-scale replacement of glazing in four of 12 link-ways and other roof elements
* substantial upgrades to physical and electronic security systems
* completion of the Emergency Warning and Intercommunication System project
* continued lift refurbishment upgrades across the building
* progressing security upgrades at the Senate and House of Representatives entrances, and
* completion of perimeter security fence installations.

CHIEF OPERATING OFFICER DIVISION

Introduction

In 2017–18 the Chief Operating Officer Division comprised the Chief Finance Officer Branch, the People and Governance Branch, and the Parliamentary Experience Branch.

The division provides advice and services to DPS on governance, strategy, finance, procurement, and human resources. 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 services, planning and performance reporting and manages licences and contracts 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, and
- Corporate Systems Program and Support

Key highlights of the branch include:
- facilitated in-house Certificate 4 training in Government Procurement & Contract Management across the department
- implementation of the DPS Enterprise Agreement 2017 the Enterprise Human Resources System, and
- increased use of the Sucess Factors Learning and Development module for online course delivery.

People and Governance Branch

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

The branch is made up of five sections which report to the Assistant Secretary:
- Communications
- HR Services and Strategy
- Central Rosters Unit
- Legal Services, and
- Risk, Audit, Planning and Performance Reporting.

Key highlights of the branch include:

- the successful bargaining of the DPS Enterprise Agreement 2017. The ballot, held in October 2017, had a participation rate of 80 per cent, with 75 per cent of participants voting in favour of the agreement. This followed a series of 26 bargaining meetings over the course of nine weeks. The agreement was approved by the Fair Work Commission in January 2018

- creation of the Central Rosters Unit, to plan for the implementation of new rostering arrangements across a number of DPS work groups, and

- the development of additional performance measures for inclusion in the 2018–19 Corporate Plan, to ensure that relevant aspects of DPS' performance are measured and reported. The additional performance measures relate to catering, Hansard and broadcasting. Performance against these performance measures will be reported in the 2018–19 Annual Performance Statements.

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:

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

Key highlights of the branch include:

- the introduction of pharmaceutical services for parliamentarians and their staff in February 2018 and the continuation of eight established retail services within the building

- support by APH Catering and Events of 658 events attended by 97,717 people (see Table 3). Aside from slight reductions in the number of people attending events and the number of people dining in the Members and Guests Dining Room, the results for other outlets have shown growth exceeding 10 per cent

- the movement of more than 340 artworks to facilitate building and construction projects across Parliament House, including major commissions like *The Great Hall Tapestry*. The tapestry is currently off display to undergo an extensive conservation and cleaning program for the first time in almost 20 years

- the acquisition of 88 works of art for the Parliament House Art Collection. Fifty-seven were purchased for the Rotational Collection and 20 gifted to the Rotational Collection, six were added to the Historic Memorials Collection and five archival works were acquired

- the delivery of specially designed seasonal and thematic tours—the 'spring glory' courtyard tours attracted 831 participants over 31 days, while the Democracy in Design tours attracted 375 participants over twelve days

- the production of more than 75kg of honey by the Parliament House beehives. The first honey was harvested at a launch attended by the Presiding Officers in the Great Hall in December 2017. The beehive initiative has allowed us to form a number of partnerships while promoting the importance of bees and how they are critical to our environmental sustainability, and

- continued growth in product range and revenue in The Parliament Shop, including product collaborations in conjunction with temporary exhibitions. Revenue increased by 8.1 per cent, from $1,173,488 (exclusive of GST) in 2016–17, to $1,268,009 (exclusive of GST) in 2017–18. This was due to the introduction of new, quality product lines and special events, including book signings with parliamentarians and guest appearances by popular authors including Mem Fox.

TABLE 20: Total number of meals/beverages served at Parliament House

Area	APH FY 2017–18 (75 sitting days)	APH Jan–June 2018 (39 sitting days)	APH Jan–June 2017 (37 sitting days)	2018 compared to 2017
Functions and House Services				
Number of people attending	97,717	41,537	45,040	-8%
Members and Guests Dining Room				
Number of people attending	6,320	3,293	3,544	-7%
Members Club				
Number of people attending	866	507	508	0%
Staff Dining Room				
Number of transactions	276,303	145,956	132,117	10%
Queen's Terrace Cafe				
Number of transactions	98,208	50,648	45,441	11%
Schools Hospitality				
Number of people attending	96,575	39,886	40,928	-2%
Coffee Cart				
Number of transactions	64,750	34,666	29,831	16%

DESIGN INTEGRITY AND ARCHIVES UNIT

Introduction

In February 2018, an architectural historian joined the Design Integrity and Archives Unit (DIAU). The DIAU works with our DPS colleagues to ensure that the original design intent of Parliament House is well understood at every stage of design and construction of new building works or the introduction of technological changes which may have an impact on Parliament House. Assisting in that process are the archivists who are locating original source documents which will be digitised for the Australian Parliament House Archive.

Unit highlights

- A key achievement this year has been the progress made on updating the Central Reference Document (CRD). All but a few of the 31 existing chapters have been extensively revised and updated by Ms Pamille Berg and augmented with additional images which effectively illustrate design principles. Twenty revised chapters have been made available to staff, with the remaining chapters expected to be provided early in 2018–19. The unit, together with other areas within DPS (such as editorial and art services staff), continue to support Ms Berg as she reworks the CRD.

- To augment further the CRD, work was undertaken to reconstitute a Central Register of Fabrics and to commence work on a Central Register of Carpets. Design Integrity staff have assisted in the identification and authentication of more than 130 different fabrics originally selected for use in Parliament House. Staff also commenced work on identifying and verifying more than 85 different coloured, patterned or textured carpets. This work will continue in 2018–19, along with work on a Central Register of Leathers.

- The unit continued to provide secretariat support to various fora, including quarterly and ad hoc design integrity meetings with Ms Berg and Mr Harold Guida and the CRD Steering Group meetings. The unit also continued to liaise between departmental staff and Ms Berg and Mr Guida.

Speaker of the House of Representatives, the Hon Tony Smith MP, Zahra Nyamekye, from Miles Franklin Primary School, President of the Senate, Senator the Hon Scott Ryan, and His Excellency General the Hon Sir Peter Cosgrove, Governor-General of the Commonwealth of Australia, cut the birthday cake on 9 May. (Auspic)

Strategic theme 1–enhance the Parliament's engagement with the community

Parliament House 30 years on

DPS is always seeking ways to enhance the Parliament's engagement with the community, and what better way than to invite the community to a year-long birthday party to celebrate Parliament House turning 30?

As part of the lead-up to the official birthday, on the morning of Saturday 5 May 2018 the Great Hall was host to a discussion on the architectural, social, political and cultural legacy of Parliament House, moderated by ABC *Insiders* host Barrie Cassidy. In the afternoon the Great Hall rang to the sounds of an ensemble from the Canberra Symphony Orchestra, playing an all-Australian program. More than 1,200 people attended these free events.

Wednesday 9 May 2018 was the official 30th birthday and we celebrated with a public ceremony on the Forecourt, attended by the Governor-General. In a moving Welcome to Country, Ngunnawal elder Tina Brown recalled that at the official opening of the building in 1988 there had been no role for the traditional owners and the Queen had encountered jeers as well as cheers, as Indigenous Australians protested against the celebration of the bicentenary of the arrival of the First Fleet.

'In contrast to the reception Her Majesty received', Ms Brown said, '[today] I, on behalf of the Ngunnawal, have been asked to conduct a traditional welcome and it is I who have the pleasure of acknowledging and welcoming the Queen's representative …'

The Governor General, Presiding Officers and many guests took part in a traditional smoking ceremony, followed by a multi-faith blessing and public performance by the ACT Primary Concert Choir.

Left: The Prevailing Voices exhibition (29 May–30 July 2017) celebrated the contributions of Indigenous parliamentarians to the Australian Parliament. (Auspic)

Right: Senior Badu Island artist Laurie Nona, founding member of the Badu Art Centre and a key figure in the Torres Strait Islands printmaking community. (Auspic)

Building reconciliation into our daily work

To enhance the Parliament's engagement with the community, DPS forges partnerships with other agencies and organisations to deliver visitor experiences that would not otherwise be possible. One such partnership delivered the exhibition *Sageraw Thonar—Stories from the South-easterly Season: Contemporary Expressions of Cultural Knowledge from Badu Art Centre*, which graced the public areas of Parliament House throughout July 2017 and during the NAIDOC week celebration of *Our Languages Matter.*

The exhibition showcased large-scale linocuts by artists from the Badu Art Centre, in the Torres Strait Islands—visual responses to the season the locals call 'Sageraw Thonar', when the south-east winds blow. The works featured animal totems and island flora, and explored environmental and cultural issues central to the experience of life on Badu Island and were accompanied by both English and Kala Lagaw Ya language labels — making this the first bi-lingual exhibition at Parliament House.

The exhibition was an opportunity for the artists—Joseph Au, Aiona Tala Gaidan, Edmund Laza, Laurie Nona, Matilda Malujewel Nona, Michael Nona and Alick Tipoti— to have their work seen by thousands of Parliament House visitors, and for visitors to view works from a renowned, but far-flung artistic community.

Sageraw Thonar was presented simultaneously with *Prevailing Voices,* an exhibition recognising and celebrating the contribution of Indigenous parliamentarians. It featured portraits of current and former Indigenous parliamentarians, personal stories, footage of first speeches and other objects of significance. Works from the Parliament House Art Collection and the National Portrait Gallery of Australia, as well as other public and private collections, were brought together for the first time for this historic exhibition, further underlining DPS' commitment to reconciliation.

Parliament of Australia website (Auspic)

Strategic theme 2–respond to the changing needs of the Parliament

DPS pilots secure cloud to introduce next generation digital workspace for parliamentarians

In line with the DPS strategic theme–respond to the changing needs of the Parliament–DPS is piloting new secure cloud technology that will allow parliamentarians and staff to embrace ICT mobility in their work practices. Secure cloud technology means that DPS can continue to deliver secure and reliable ICT solutions while increasing the freedom and flexibility of how parliamentarians and their staff work. This pilot gives parliamentarians and staff access to their information and data anywhere, any time, on a greater range of devices.

This pilot is being undertaken by nine parliamentarians and approximately 100 staff and will provide user feedback and information for any potential future roll-out of the enhanced digital workspace across both houses of Parliament. New team and collaboration tools including video, voice, and text communication, shared workspaces, and document collaboration solutions, recognise the greater emphasis modern work practices place on digital solutions.

'The criticality and privacy of parliamentarians' data has encouraged DPS to design new security solutions that scale across multiple device types.'
Ian McKenzie, DPS Chief Technology Officer

This latest pilot is a continuation of the Parliament's cloud journey, which has included services for parliamentarians, their staff, and the public. Nearly 45 cloud based services have been implemented in recent years, including live webcasting of parliamentary proceedings, human resource management, venue management, finance and travel requisition, annual reporting, and secure file sharing.

Parliament House Great Verandah (Auspic)

Improving mobility accessibility in Parliament House

As the Parliament changes over time, so do the requirements and expectations of those who inhabit Parliament House. In 2017–18, in line with our strategic theme 'respond to the changing needs of the Parliament', DPS undertook a major suite refurbishment to provide an accessible suite that is functionally equivalent to other parliamentarians' suites.

Making physical alterations to Australian Parliament House is no easy feat—it is a collaborative process between DPS, the moral rights administrators of the building, and all those who work within the building.

When upgrading the building to increase accessibility, DPS aims to select designs that are flexible enough to accommodate future needs. A big challenge is to ensure that any alterations integrate as far as possible with the original design intent of the building, so that lighting, the sense of space, and the design meanings of the original architecture are preserved.

Refurbishment of the Senate suite included modifications to entries and exits to provide automatic door opening, and adaptation of the suite layout to allow easier circulation. Adjustments were also made to the kitchenette, the ensuite bathroom, the flooring substrate, and essential services to improve accessibility.

Further works are being planned to improve accessibility across Parliament House in collaboration with the other parliamentary departments, the moral rights administrators, and design integrity experts. These works include upgrades to bathrooms and changes to the public carpark.

Keep Cups at Parliament House (Auspic)

Strategic theme 3–effective stewardship of APH

A more sustainable Parliament House

As effective stewards of Parliament House, DPS undertook a number of activities in 2017–18 to improve the sustainability of our operations.

In 2017–18 more than one tonne of surplus food (3,549 meals) from our catering operation was donated to Canberra's in need, via our partnership with the food rescue charity OzHarvest. In addition, more than 77 tonnes of organic waste was diverted from landfill to a local worm farm for recycling into soil products.

We now sell re-usable Keep Cups at all our coffee outlets. From 1 January 2018 to 30 June, 25,582 cups of coffee were sold to customers using their own cup (up from 7,396 for the same period the previous year). That is about 16 per cent of all cups of coffee we brew.

We have installed a water fountain in the Schools Hospitality Area, to reduce the use of bottled water by the more than 120,000 school students who visit Parliament House as part of organised tours each year. All takeaway plates and cutlery used in our food outlets are biodegradable, and we've switched from plastic drinking straws to paper.

DPS has arrangements to recycle paper, cardboard, printer cartridges, lamps, used oil, grease, batteries and metal. More than 59 per cent of waste generated is recycled and the volume of waste sent to landfill over the past five years was 45 per cent lower than the volume ending up in landfill in the building's first five years—an average reduction of 280 tonnes a year. Almost all of the green waste generated in the 23 hectares of Parliament House gardens is chipped on-site and used as mulch or recycled at a local landscape supply facility.

2017–18 was the first full year of operation for the new Parliament House chillers, which use about 20 per cent less energy than the building's original chillers and are helping meet the Government policy of eliminating the use of ozone-depleting R22 refrigerant. To 'top it off', our rooftop solar panels reduced our CO_2 emissions by 57 tonnes in 2017–18.

Parliament House Great Hall (Auspic)

Progress on the Central Reference Document

As custodians of Parliament House, a fundamental objective for DPS is ensuring that Parliament House and the parliamentary precincts are appropriately maintained and that decisions regarding building alterations and replacement of fittings and furnishings maintain the integrity of the architects' original design. To inform this work, DPS has engaged Ms Pamille Berg AO Hon FRAIA to revise and complete the Central Reference Document (CRD) which, once complete, will provide a permanent record of the Mitchell/Giurgola and Thorp (MGT) Architects' intent for the design of Parliament House. The value of the CRD is that it does not offer an individual or modern interpretation of Parliament House's design, but is historical in nature and clearly presents information which was produced by MGT and other key parties during the building's lengthy design and construction period.

Ms Berg is currently working with DPS and a steering group to revise and complete an early draft of the document with the ultimate aim of producing a comprehensive digital resource. The project poses significant challenges 30 years on from the opening of Parliament House, requiring the location and collation of a disparate array of source material from various people, organisations and sources, and always with reference to the Parliament's original brief.

Substantial progress has been made to date, with revised working drafts of the majority of the existing draft complete by the end of 2017–18. In 2018–19, Ms Berg will begin drafting new material to round out the publication. Work will then begin to consolidate the discrete chapters to produce an e-book and possible hard copy publication.

Senior DPS Project Officer David Sinclair Lewis test the EWIS communication line to the control room. (Auspic)

Strategic theme 4–effective delivery of the APH works program

The new system helping keep Parliament House occupants safe

Covering more than 267,000 square metres of floor space, Parliament House is one of the largest buildings in the southern hemisphere. It is DPS' job to ensure that every nook and cranny of the building can be evacuated efficiently and effectively in the event of an emergency.

A three-year project led by Capital Works Branch culminated in the delivery of a sophisticated new Emergency Warning Intercommunications System (EWIS) in June 2018. The system allows operators to communicate with fire wardens, transmits different emergency tones via the 12,500 speakers located around Parliament House, and incorporates the division bells and building announcements. The project reinforces DPS' commitment to ensuring the safety of Parliament House staff and the thousands of visitors that stream through the doors each day.

The new EWIS offers a number of key benefits over the previous system, including improved communications capability between fire wardens and EWIS operators. Fire wardens can let EWIS operators know that their area is clear with the simple flick of a switch. Previously, this process relied heavily on phone contact between wardens and EWIS operators. With over 140 Warden Intercommunication Phones located around the building, this new function has made it much more efficient to transmit information, and frees up the phone lines for more critical communication updates.

The new EWIS uses state-of-the-art fibre optic infrastructure to transmit information. The fibre optic technology means that a signal can be automatically re-routed to reach its intended destination if there is an issue with its original path. This makes for an extremely robust EWIS and helps ensure a safe environment for the thousands of people who work in or visit Parliament House.
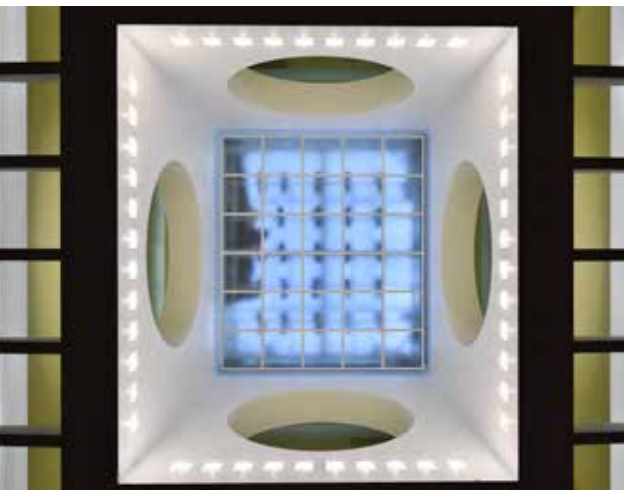
Left: The Great Hall skylight. (Auspic)
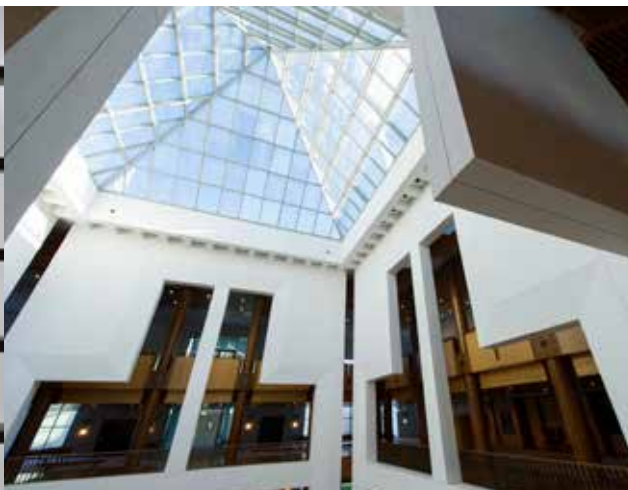
Right: The Members Hall. (Auspic)

Upgrading security at Parliament House

The past 12 months have seen a massive volume of physical and electronic work being undertaken as part of an integrated upgrade to Parliament House security. 'Effective delivery of the Parliament House works program' is one of DPS' four strategic themes, and DPS is working diligently to manage resources and deliver this program, while minimising disruptions to building occupants.

One way in which DPS has marshalled its resources has been to coordinate different activities occurring in the same area. For example, while the Senate and House of Representatives entrances have been out of action, as part of the perimeter security upgrade, we've taken the opportunity to refurbish the lifts leading from the basement carparks, to avoid inconveniencing building occupants twice.

Similarly, when we knew that we would need to remove the Great Hall Tapestry while the skylight was being refurbished, we jumped at the chance to undertake an extensive conservation and cleaning program of the tapestry for the first time in almost 20 years, and to refurbish the service lift that services the Great Hall at the same time.

And while the scaffolding for the Members Hall skylight work was in place, we took the opportunity to paint elements of the ceiling that had not been repainted in 30 years due to accessibility issues.

Other elements of the security upgrade to progress in 2017–18 included the installation of perimeter security fences and preparations for an additional public entrance at the front of the building, which will mean shorter queues during busy periods.

'We have well over 120,000 school children visit the building every year and thousands of people attending during peak periods. By expanding the entry area to include a third screening point and adding this additional entry, we can provide a more streamlined visitor experience.'

Peter Coll, Director, Capital Works Branch DPS

DPS COMMITMENT TO RECONCILIATION

DPS is delivering on the practical actions it committed to on 8 July 2016, during NAIDOC Week, when 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.

In August 2017, two e-learning modules from the Australian Institute for Aboriginal and Torres Strait Islander Studies (AIATSIS) Core Cultural Learning course were released to DPS staff as mandatory training. The modules aim to strengthen DPS' cultural capability across all aspects of the work we do. Additional modules will be released to staff though 2018.

In August 2017 DPS participated in the first Australian Public Service Commission (APSC) Indigenous Mentoring Program. Two DPS employees were selected as mentors for the four-month program.

In February 2018, the DPS RAP Champion joined the Australian Public Service Commission (APSC) Indigenous Champions Network. The network, which meets quarterly, focuses on collaborations between agencies and exploring new ideas that lead to better employment outcomes for Indigenous employees.

Parliamentary Service Indigenous Employee Network

The Parliamentary Service Indigenous Employee Network (PSIEN) was established in 2017 and is supported by the four parliamentary departments. The network was 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 PSIEN continued to gain momentum during its second year, meeting on a monthly basis and increasing its membership. In May 2018, the PSIEN coordinated an event to launch National Reconciliation Week.

National Reconciliation Week launch at Parliament House. (Auspic)

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.

President of the Senate, Senator the Hon Scott Ryan and Speaker of the House of Representatives, the Hon Tony Smith MP. Artwork credit: Tjaruwa Woods (1954–), Jennifer Mitchell (1955–), Myrtle Pennington (Circa 1939–), Kanta Donnegan (Circa 1944–), Ngalpingka Simms (n.d) Kuru Ala, The Home of the Seven Sisters, 2017, Parliament House Art Collection, Canberra ACT. (Auspic)

NAIDOC Week 2017 and National Reconciliation Week 2018

To celebrate NAIDOC Week 2017, DPS staged two major exhibitions. *Prevailing Voices–Indigenous Australian Parliamentarians*, coincided with the unveiling of the portrait of the Hon Ken Wyatt AM MP, while *Sageraw Thonar–stories from the south–easterly season*, showcased large linocut prints from the Badu Art Centre in the Torres Strait.

The National Reconciliation Week program of events for 2018 started on 25 May with a moving ceremony held by the PSIEN. The ceremonial flags were handed to the Parliamentary Service RAP Champions before being flown at the Parliament House entrances.

To commemorate the 30th anniversary of the presentation of the Barunga Statement, DPS partnered with the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) to launch a significant temporary exhibition on the history of the Statement. This was launched on 29 May 2018 by Senator Patrick Dodson and the event included a screening of a landmark short film *'Make it Right'*.

PARLIAMENTARY LIBRARY 5

PARLIAMENTARY LIBRARIAN'S REVIEW

I am pleased to present the Parliamentary Library's annual report for 2017–18.

The Library's role is to provide high-quality information, analysis and advice to senators and members in support of their parliamentary and representational roles, and to do so in a timely, impartial and confidential manner whilst maintaining the highest standards of scholarship and integrity. The Library provides 'traditional' library services such as books, journals and newspapers, as well as a comprehensive range of value-added services, including online media monitoring, specialist databases, and statistical and mapping services. The Parliamentary Library is also one of Australia's major research libraries, providing senators and members tailored and confidential research briefs and general distributions on current legislation and on a wide range of other issues of interest to the Parliament.

In 2017–18, the Library offered significant support to the Parliament across a broad range of policy areas, and performed strongly against all its key tasks and performance measures (as set out in the Library Resource Agreement).

Our services were once again used by every parliamentarian, be it for confidential research briefs, mapping, training or orientation sessions, media services, or use of collection items. This is particularly notable given 13 new senators and members took their seats in the Parliament in 2017–18. Orientations and support for new parliamentarians and their staff remained a focus for the Library throughout the year.

Over the course of the year, the Library answered 11,656 individual requests for information and analysis. This was less than our target of 13,000. However, hours spent responding to parliamentarians' enquiries again increased by five per cent compared to 2016–17 (44,503 compared to 42,178). The Library issued nearly 300 research publications, including more than 130 Bills Digests. There were 7.2 million online uses of the Library's publications through ParlInfo Search and the internet.

The Library met or exceeded all its key performance measures for the timeliness of its services.

More than 800 clients attended training and orientation sessions and we continued our program of outreach to electorate offices, visiting 37 during the year.

More than 6,300 new books and serials were added to the Library's catalogue and 175,249 items were added to Library databases. The Library also undertook a major collection review to ensure the collection remains accessible and relevant to the needs of the Parliament, and that our acquisitions represent best value for money. This review included analysis of all major databases and e-serials, examining usage and identifying potential overlap or duplication in aggregated collections.

Throughout the year, the Library continued to prioritise the digital delivery of services and products.

The percentage of the collection available in digital form increased to more than 45.5 per cent (as at 30 June 2018). There were 3.95 million uses of the Library's online collections and databases. In addition to our business as usual work, two longstanding projects also came to fruition late in the financial year: ParlMap, our new self-service mapping tool, and Wadsworth, the new database system for the *Parliamentary Handbook*. Work on our various digitisation projects also continued, and an important milestone was reached in regard to digitisation of the Parliamentary Papers Series.

An independent review of the Library's key performance indicators was also undertaken to ensure their effectiveness and robustness in measuring how we meet our strategic goals and objectives.

The Library continued to support the Parliament's broader engagement with the Australian community and with the region. Library staff provided support to the Parliament of the Solomon Islands and the Parliamentary Institute of Cambodia, as well as hosting staff from the parliaments of Fiji, Samoa, and Tonga. In addition, 2018 saw the launch by the Presiding Officers of the First Eight, a collaborative project looking at Australia's early Prime Ministers.

Evaluation of the Parliamentary Library's Services

The Library commissions an independent evaluation of its services once in every Parliament to measure performance and to gain insights into the use of its services and parliamentarians' changing information needs. The evaluation for the 45th Parliament was conducted in the first half of the 2017–18 financial year. The findings were extremely positive, particularly among parliamentarians and their staff, where satisfaction rates remained high (94 per cent), and the likelihood of recommending the Library higher again (99 per cent). Pleasingly, since the last evaluation in 2015, the percentage who were extremely satisfied increased by five per cent (to 50 per cent), and the number dissatisfied decreased to only one per cent (compared to five per cent in 2015). Most respondents considered Library staff to be hard-working, professional and friendly and the services to be of a high quality. Clients valued the Library's independence and its capacity to provide analysis; and regarded the Library very highly as a source of trusted information. It was found to perform strongly on issues of balance, impartiality and confidentiality.

There was also a significant and welcome increase in the number of respondents who thought the Library's performance had improved. Reasons given for this included the time taken to understand individual requests, innovation, promotion of Library services, and building of relationships. Two clear areas for improvement were identified: a perceived variability in the quality of research services by some clients, and issues of timeliness, the latter particularly in relation to Bills Digests. Perceptions of variability of quality and timeliness are not simple to address—noting, for example, that the Library met or exceeded all its timeliness KPIs for the year. However, the evaluation also points to the importance of improved communication with clients, including around the tracking of research requests. Certainly the message is clear: clients expect us to deliver to a high standard all the time; any lapse can lower trust and perceptions of the overall quality of our service. Strategies to address the evaluation's recommendations for enhanced outreach and communication with clients, timeliness and consistency in quality will be a focus for the coming year.

Building our capacities

A key priority for the Library is developing and maintaining the professional skills and knowledge of the Library's staff. This remains an ongoing challenge as the Library's age profile means that many of our most experienced staff have reached, or will soon reach, retirement age. The Library has continued to recruit skilled staff to fill these vacancies. We have often also been fortunate to be able to draw upon the skills of former staff as Library Associates or on intermittent employment contracts.

Library researchers and information professionals work to ensure they are up to date on public policy issues and on industry offerings. In addition to participating in DPS corporate training, Library staff participated in a series of in-house seminars, peer led training, and external professional development. The Library has implemented a program of targeted learning and development for staff to build both their parliamentary knowledge and workplace skills. This helps us build institutional continuity while still enjoying the benefits of renewal. A particular focus over the past year has been training to help ensure Library staff understand the legislative and committee business processes of parliament and thereby deliver products that are best 'fit for purpose'. A new induction program was also implemented.

Work also continued to build stronger relationships with universities and individual academics.

Finally, the structure of Library Collections and Databases branch was reviewed, in close consultation with staff, to enhance its capacity for innovation in the delivery of digital content.

The year ahead

Addressing the recommendations of the client evaluation of Library services will be a focus in the coming year. In particular, the Library will continue to work to build its skills base and to improve the quality and timeliness of its work through staff training and by reviewing and improving quality assurance mechanisms.

Library Collections and Databases' new branch structure will take effect from 1 July.

The Library will continue to pursue opportunities to work collaboratively with other researchers and organisations, including the Australia and New Zealand Association of Clerks-at-the-Table.

Work will also begin in anticipation of a general or half-Senate election.

The Library will continue its program of visits to electorate offices.

Staffing and budgetary issues will continue to be closely managed so that services are delivered as effectively and efficiently as possible.

The Library will continue to report regularly to the Presiding Officers and to the Joint Standing Committee on the Parliamentary Library (JSCPL).

Conclusion

I would like to thank the Presiding Officers and the JSCPL for their support and guidance throughout the year. My thanks go also to the Secretary DPS and to colleagues across DPS and in the other parliamentary departments, and in state and territory parliamentary libraries.

And, finally, I would like to thank all the staff of the Parliamentary Library for their hard work, professionalism and enthusiasm. The Library's achievements arise from their collective efforts, and it is a privilege to work with them.

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

Governance

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

Structure

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

Resource Agreement: 2017–18

- operational funding: $15.491 million
- capital funding: $3.593 million
- average staffing level: 137.5 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
- training, lectures and seminars.

The Library in numbers: 2017–18

- 100 per cent of parliamentarians used the Library's services
- 11,656 individual client requests completed
- 295 research publications released, including 133 Bills Digests
- 803 clients attended training and seminars
- 37 electorate offices visited
- 6,378 new books and serial titles added to the catalogue
- 45.5 per cent of titles available online in full text
- 175,249 items

OVERVIEW

Governance

The *Parliamentary Service Act 1999* establishes the office of the Parliamentary Librarian, whose primary function is 'to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles'.[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 help ensure the independence of the Library, 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 and parliamentary committees. Other client groups include parliamentarians' staff, staff of the parliamentary departments, and the Governor-General. Service entitlements for all clients are outlined in the Parliamentary Library Statement of Client Services as approved by the JSCPL.

The Parliamentary Library is part of DPS' Program 1. In the *DPS Corporate Plan 2017–18*, the Library's services fall under the strategic theme: 'Respond to the changing needs of the Parliament'.

Joint Standing Committee on the Parliamentary Library

The JSCPL is appointed each Parliament to:

*   consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President 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. Standing (left to right): Senator Moore, Senator Brockman, Mr Zimmerman, Mr Broadbent, Dr Heriot (Committee Secretary); seated (left to right): Ms Stanley, Mr Ramsey (Joint Chair), Senator Lines (Joint Chair), Mr van Manen; inset (left to right): Mr Bryne, Senator Duniam, Dr Freelander, Senator Gichuhi. (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 JSCPL In 2017–18:

- Mr Rowan Ramsey MP (Joint Chair)
- Senator Sue Lines (Joint Chair)
- Senator Slade Brockman (from 17 August 2017)
- Mr Russell Broadbent MP
- The Hon Anthony Byrne MP
- Senator Jonathon Duniam
- Dr Mike Freelander MP
- Senator Lucy Gichuhi (from 5 February 2018)
- Senator Claire Moore
- Senator James Paterson (to 5 February 2018)
- Ms Anne Stanley MP
- Mr Bert van Manen MP
- Senator John Williams (to 17 August 2017)
- Mr Trent Zimmerman MP.

The JSCPL met privately on 5 December 2017, 5 February 2018 and 18 June 2018 and considered, inter alia:

- the client evaluation of Library services for the 45th Parliament
- the Librarian's annual report
- electorate office outreach
- a review of the Library's key performance indicators
- Library Census-related services
- strategic digital priorities, and
- correspondence to the committee.

Structure

The Parliamentary Library comprises the Parliamentary Librarian and the employees of DPS assisting her.[23] The Library's Executive is:

- Dr Dianne Heriot, Parliamentary Librarian
- Mr Jonathan Curtis, Assistant Secretary, Research Branch, and
- Ms 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 parliamentarians, 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, and
- 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 *Parliamentary Service Act 1999*, subsection 38A(2).

FIGURE 5: Parliamentary Library Organisation Chart (as at 30 June 2018)
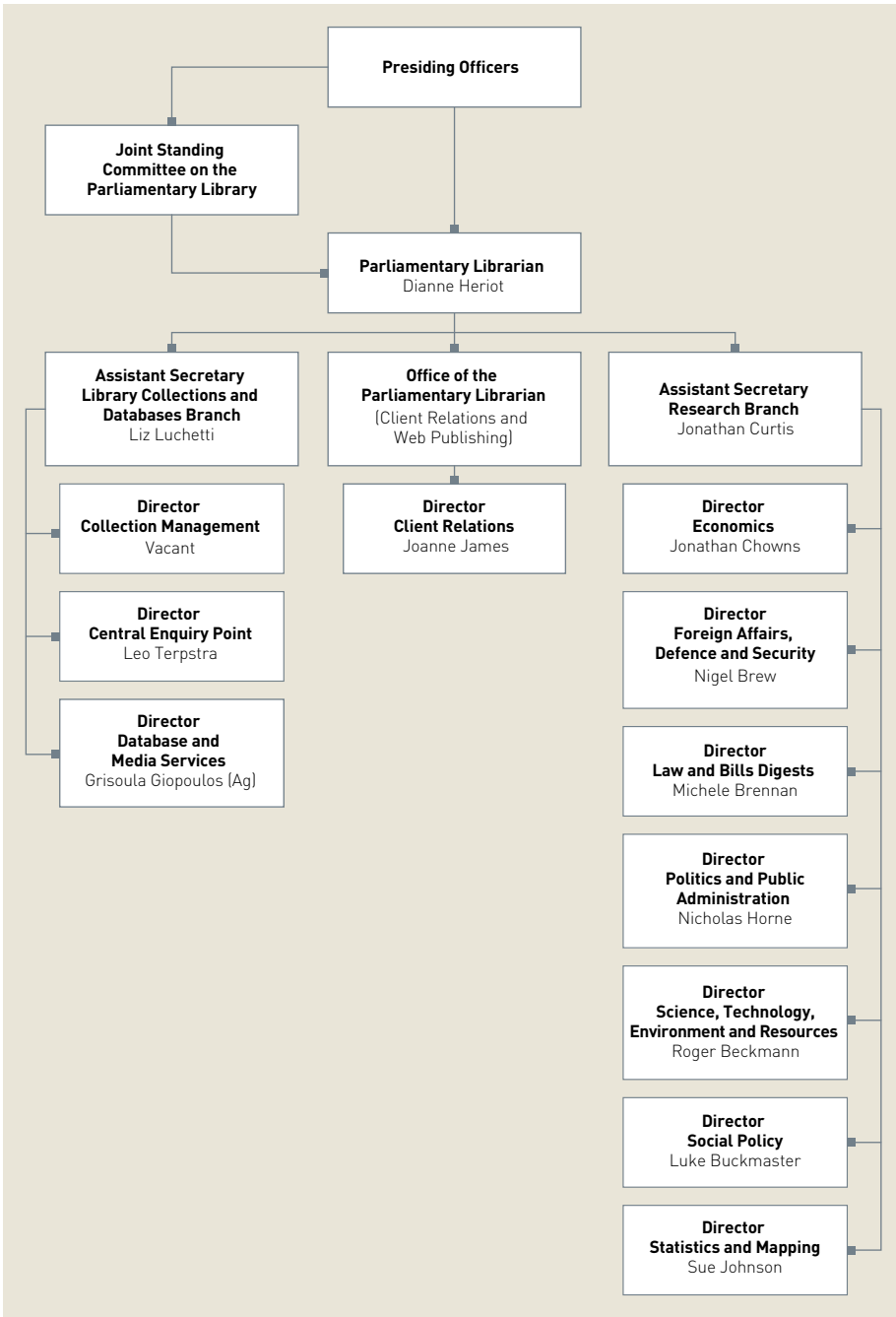
SUMMARY OF FINANCIAL PERFORMANCE

Resource Agreement 2017–18

The *Parliamentary Service Act 1999* requires that the Librarian and the Secretary DPS make an annual agreement specifying the resources that will be provided to the Library.[24] 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.

The Resource Agreement helps assure the Parliamentary Librarian's continued independence and enables parliamentary scrutiny of the Library's resourcing. The 2017–18 agreement was:

- signed by the Parliamentary Librarian and Secretary DPS on 1 June 2017
- considered by the JSCPL on 19 June 2017, and
- approved by the Presiding Officers on 22 June 2017.

Financial performance

The Resource Agreement 2017–18 provided:

- an operating budget of $15,491,243
- a capital budget (used for the Library collection and minor capital projects) of $3,593,168, and
- an average FTE, including capitalised salaries, of 137.5

Actual expenditure was $15.367 million in operational funding and $3.304 million in capital.

Employee costs accounted for the majority of the Library's budget, with the remaining funds largely spent on the collection. Collection expenditure in 2017–18 comprised:

- information resources (including database subscriptions and news services)—$2.139 million (operational)
- reference serials and monographs—$0.649 million (capital)
- digitisation—$1.436 million (capital)
- digital repository—$0.059 (capital), and
- news clips–$0.116 (capital).

The major pressures on the Library's budget in 2017–18 were cost increases for collection resources of around five per cent over the previous financial year, exacerbated by fluctuations in the value of the Australian dollar. Both affected the Library's purchasing power.

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24 *Parliamentary Service Act 1999* section 38G.

The end of year result was closely aligned with the available budget. There were, however, some minor internal variations to anticipated expenditure on employee and collection costs (both operational funding). Employee costs were under-spent by some 2.5 per cent ($0.329 million). A number of factors contributed to this, including recruitment timelines and the absence of a senior manager due to a work-related injury. The underspend of $0.288 million in the Library's capital budget was primarily the result of the vendor delay in completing the final phase of the scanning of the information files. In 2017–18, news clips from the 1950s began to be digitised. These are in a more fragile state than those from later decades, and, as a consequence, the pace of digitisation slowed considerably. The final payment for this work has been rolled over to 2018–19.

A more detailed breakdown of budget and actual expenditure can be found in the financial tables at pages 142–143.

FIGURE 6: Parliamentary Library budget 2005–06 to 2018–19

Constant prices are expressed in June 2017 prices using the CPI. Index number for 2017–18 and 2018–19 based on Treasury forecasts.
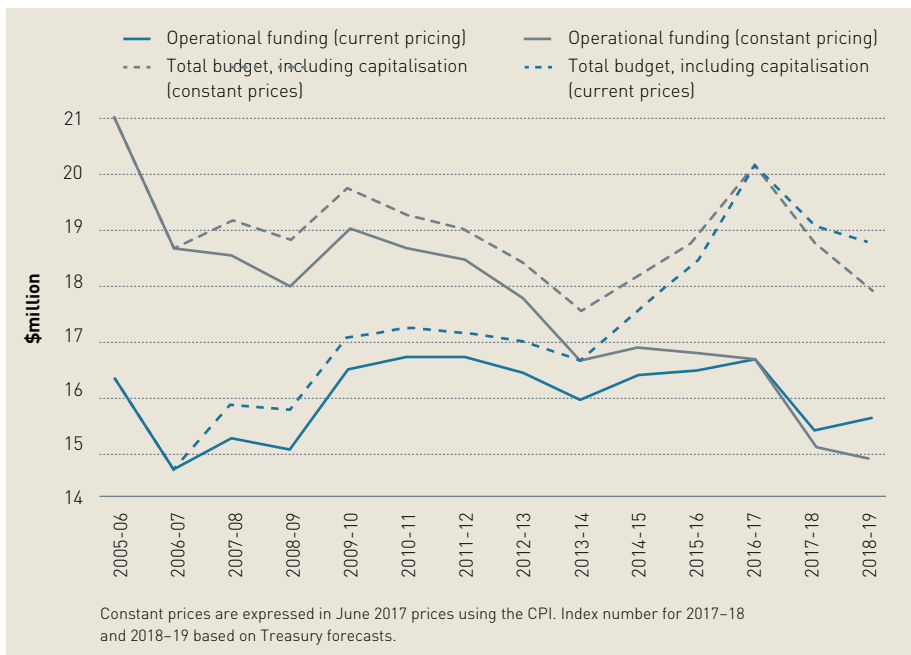
FIGURE 7: Parliamentary Library budget (resource agreement) and expenditure 2015–16 to 2017–18
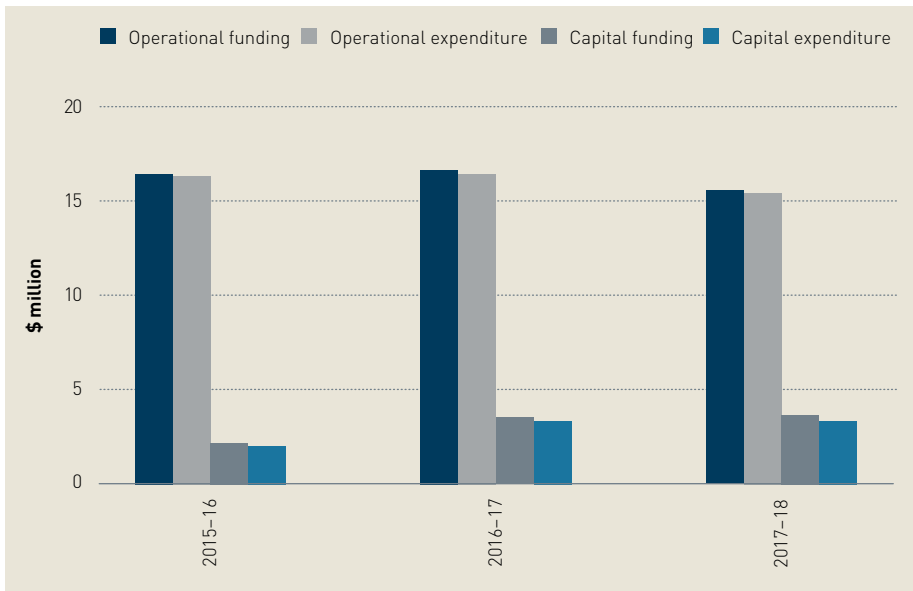
The year ahead

The Presiding Officers approved the Parliamentary Library Resource Agreement 2018–19 on 1 August 2018. It provides that the Parliamentary Librarian receive:

- operating funding of $15,613,010, and
- capital funding of $3,033,105.

ACHIEVEMENTS 2017–18

The Library's Strategic Plan (2015–16 to 2019–20) sets out five priorities:

- 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 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.

How we retain our position as our clients' preferred and trusted source of high-quality information, analysis and advice

Evaluation of the Parliamentary Library's services

The Library conducts a formal review of the needs of clients once in every Parliament to assist it to:

- measure satisfaction levels with library and research services
- gain insights into the use of services, and
- determine the direction of future information and service delivery.

Following a Request for Quotation, the contract for the Library's evaluation for the 45th Parliament was awarded to Uncommon Knowledge, a Canberra-based consultancy which had also undertaken the 2015 evaluation. Uncommon Knowledge conducted face-to-face interviews with 46 parliamentarians and their staff, and a focus group and one in-depth interview with parliamentary staff. This was followed by an online survey that was completed by 160 parliamentarians and their staff, and 34 committee staff.

Pleasingly, the overall response of parliamentarians and their staff—both to Library staff and services—was extremely positive, with satisfaction ratings very slightly higher than in the 2015 evaluation (94 per cent compared to 93 per cent).[25] Most considered Library staff to be hard-working, professional and friendly and our services to be of a high quality. The Library was seen to perform very well on all measures of service delivery. Importantly, 99 per cent said they would recommend the Library's services to a colleague (up from 97 per cent in the last evaluation).

Consistent with the last evaluation, satisfaction among committee staff was lower at 82 per cent, though this had improved from 78 per cent in 2015; however, their likelihood to recommend the Library to a colleague was high (100 per cent). Committee staff also spoke highly of the responsiveness, professionalism and quality of the Library's services.

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25 Uncommon Knowledge, Australian Parliamentary Library: client service evaluation 2017.

The two issues raised consistently across the qualitative and quantitative research were a perceived variability in the quality and timeliness of research services. These were also the main issues raised in the previous evaluation. However, there was also an increase in the number of respondents who thought the Library's services had improved since that time. Reasons given for this improvement in service included time taken to understand the requests, promotion of services, building of relationships, and innovation.

The evaluators made nine recommendations addressing

- quality control
- client outreach, and
- client request tracking.

The evaluation report was discussed by the JSCPL in February 2018. The findings were also discussed at a whole of Library meeting in March. The report has been published on the Parliament of Australia website to help ensure transparency in the Library's operations.

Responding to the recommendations arising from the evaluation will be priority in the Library's business plans for 2018–19 and 2019–20.

Parliamentary tradition: the signing of the Parliament's Bible

In March 2018, the President of the Senate, Senator the Hon. Scott Ryan, added his name to the roll of presiding officers in the Parliament's Bible.

The Bible is an important but little-known piece of parliamentary history and tradition. The Bible and its accompanying lectern were presented to the Parliament in September 1919 by Governor-General Sir Ronald Munro Ferguson on behalf of the British and Foreign Bible Society. The gift commemorated the 'signing' of the peace treaty which ended the 'World Wide War'.

What makes the Bible a particular treasure is that it contains the signatures of all the Presidents and Speakers of the Parliament of Australia.

Left: President Scott Ryan and signatures (Auspic)

The 45th Parliament: welcoming new senators and members

Support for new parliamentarians remained a focus of the Library's work. As a matter of practice, the Library assigns a contact officer to each new senator and member. Thirteen new parliamentarians took their seats in the 2017–18 financial year. Library contact officers introduced them and/or their staff to the diverse range of Library products and services, and demonstrated how the Library could support them in their day-to-day work. The Parliamentary Librarian participated in inductions for parliamentarians and their staff organised by the chamber departments. Individual orientation and training sessions were also offered throughout the year to new staff.

The success of this outreach is evident in the fact that 100 per cent of parliamentarians used the Library's services in 2017–18 notwithstanding the changes in representation across the two chambers.

Support to Parliament's consideration of the Budget

Supporting parliamentary scrutiny of the Federal Budget is an annual priority for the Library. 2017 saw a new addition to our budget-related services, with three of Australia's leading economists participating in a seminar on the strategic context of the Federal Budget and key issues in public finance, debt, trade and superannuation. So well was this received that the Library convened another panel session for the 2018 Budget, with Professor Warwick McKibbin AO (Vice Chancellor's Chair in Public Policy and Director of the Centre for Applied Macroeconomic Analysis in the Crawford School of Public Policy ANU) and Dr John Edwards (Non-resident Fellow, Lowy Institute and Adjunct Professor with the John Curtin Institute of Public Policy at Curtin University).

The Library also held its traditional budget day seminar, with research specialists from the Library's Economics Section briefing attendees on the Government's budget strategy, the fiscal outlook, and how to find information in the Portfolio Budget Statements.

Both events were well attended with 68 pass holders attending the panel seminar and 100 attending the Library's budget day event. Both events were also recorded. The Library also published its annual Budget Review 2018–19 as well as five Budget-related Quick Guides.

Client requests

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 advices. The 2017 client services evaluation found that research services remain the most often used of all Library services, with 94 per cent of parliamentarians and their staff using them to some degree.[26]

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26   Uncommon Knowledge, Australian Parliamentary Library: client service evaluation 2017, p. 33.

In 2017–18, Library staff answered 11,656 such requests (11,681 in 2016–17), 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.

TABLE 21: Client requests completed in 2017–18

Requests	
Senators	6,592
Members of the House of Representatives	3,550
Parliamentary committees	198
Departments, reciprocal arrangements and other	1,316
Total	**11,656**

This metric is further discussed at page 131.

Research publications

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 include short, topical FlagPost blogs, statistical bulletins, research papers, and Bills Digests. The 2017 client evaluation found that 87 per cent of parliamentarians and their staff, and 88 per cent of departmental staff made use of the Library's publications.[27]

In 2017–18, the Library issued 295 new or refreshed research products, including 133 Bills Digests and 59 research papers. In 2017, three Library research papers again figured in the Analysis and Policy Observatory's 'most viewed' lists, all in its category of international relations: *Update on Australian Government measures to counter violent extremism: a quick guide; Boat 'turnbacks' in Australia: a quick guide to the statistics since 2001; and Developments in Australian refugee law and policy: the Abbott and Turnbull Coalition governments (2013–2016).*

This year, the Library published an innovative new type of research publication—one that reflected the Library's work to improve the Parliament's access to information and expertise on topical issues in public policy. *Oversight of intelligence agencies: a comparison of the Five Eyes nations* was a collaboration between parliamentary researchers from Australia, Canada, New Zealand and the United Kingdom. Each group prepared the section covering their own country, and remained separately responsible for the content and accuracy of the contributions. The paper represents a good model for sharing the expertise and insights that each country has of its own legislation and institutions. We are grateful to our colleagues for their contributions to the paper and look forward to exploring opportunities for similar projects on topics of shared interest to our parliaments.

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27   Ibid., pp. 33 and 38.

The Library also commissioned a number of research papers from external experts, two of which were published in 2017–18: *Office of profit under the Crown* (Prof. Anne Twomey) and *The ASEAN-Australia Special Summit, Sydney, March 2018*: issues and implications (Dr Frank Frost). Professor Twomey also presented a Parliamentary Library lecture on *Taking stock of section 44 of the Constitution.*

Enhancing client service: Library special briefings

In 2017–18 the Library convened three policy roundtables, focusing on China, Indonesia and Japan.

Like the Library's long-standing lecture and seminar series, the roundtables 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 senators and members with portfolio or policy interests in the specific field to attend.

Support to parliamentary committees

The Library has increased its focus on providing support to the operations of parliamentary committees, in recognition of the central role they play in the work of parliamentarians—particularly in the examination of legislation and policy issues. The Library can be of considerable assistance at the initial scoping stage of an inquiry; providing the policy history of particular issues; and filling gaps in the evidence provided to the committee through submissions and hearings.

During the reporting period, Library staff proactively contacted secretariats at the commencement of major inquiries to discuss possible areas of assistance, allowing the Library to provide more timely and targeted support. In the case of one large and complex inquiry with a tight reporting time, the Library provided substantial ongoing technical assistance to the secretariat. Senior research branch staff also met with committee secretaries several times a year to discuss service offerings and any issues or problems.

How we ensure a high and consistent quality in services

Review of Key Performance Indicators

As an adjunct task to the evaluation of the Library's services, Uncommon Knowledge was contracted to undertake a review of its key performance indicators to help ensure they remain appropriate to measure the Library's performance, capture emerging areas of work and reflect best practice internationally.

In conducting the review, Uncommon Knowledge drew upon interviews with senior staff of legislative libraries in Australia, Canada, the European Union, New Zealand, the United Kingdom (House of Commons Library) and the United States of America (Library of Congress). Desk research was also undertaken on these libraries as well as those of the House of Lords (UK), the Republic of Ireland, and the United Nations (Geneva and New York).

The report found that the Parliamentary Library 'has a robust performance and reporting framework which is in line with the Commonwealth Government's requirements for good governance.'[28]

The JSCPL considered the report at its meeting in June 2018.

Improving research quality and client focus

As reported in the previous Annual Report, the Library implemented a number of strategies to enhance the quality and consistency of its research output, particularly client advices and support to the work of committees. Consequently, it was pleasing to see the most recent client evaluation of our services report an increase in the number of respondents who consider Library services have improved: +six per cent of parliamentarians and their staff, and +14 per cent of Parliamentary committee staff.

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 145,000 monograph titles. It also holds around 45,000 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 Library's budget for information resources is managed throughout the year to ensure resources are spent on a collection which remains relevant and focused. The major part of the Library's collection expenditure is on current (and digital) sources of information: journals, reference materials and news services.

In 2017, the Library additionally undertook a full review of the collection to ensure acquisitions represent best value for money and add depth and breadth to the collection. The review examined usage statistics, collection overlap data, and vendor licensing and access terms and conditions. It was the first such review since 2012.

How we are expanding digital access and service

Growth of online resources

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. By way of example, approximately 75 per cent of the collection budget was spent on electronic resources in 2017–18. The 2017 evaluation of Library services showed clients appreciated the move to online services and use of emerging technologies.[29]

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28   Uncommon Knowledge, Australian Parliamentary Library: KPI Review 2018, p. 24.

29   Ibid, p.5.

The percentage of the Library's collection available in digital form increased from 42.2 per cent at the end of June 2017 to 45.5 per cent at the end of June 2018. A little over 89 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 remains a key priority. As part of its digital delivery strategy, the Library is working to ensure it has the necessary policy and procedures, ICT infrastructure, and staff capabilities to collect, preserve and deliver innovative digital content. The Library's Framework for the Digital Delivery of Library Products and Services, Digital Preservation Framework and Digital Preservation Policy were endorsed by the JSCPL at its 20 March 2017 meeting. The Library is implementing the strategic priorities identified in the Framework for the Digital Delivery of Library Products and Services and the Digital Preservation Framework.

Achievements in 2017–18 included piloting EZproxy to allow greater access to Library products and services outside the parliamentary network and the protected data network. This service will be launched to clients early in the new financial year.

The Library continues to bed down the new digital policies and procedures; a working group has been established to evaluate the Library's digital preservation framework, policies and procedures.

'Parliamentary Handbook' online

In 2017–18, the Library completed the final elements of the 'Wadsworth' system, which contains for the first time the digitised biographies of all Commonwealth parliamentarians since 1901 (numbering over 1,700), including their state and territory parliamentary service (if any). Named 'Wadsworth' in honour of Arthur Wadsworth, the first Librarian of the Commonwealth Parliament, this new system will provide the biographical information that users see on various parliamentary web pages as well as being searchable through the ParlInfo Search system. It will enable faster and more flexible and accurate searches, and support the provision of a wider range of historical information on the website.

Having completed the framework, data content, software development and testing stages, 'Wadsworth' is scheduled to be moved into production in the first months of 2018–19.

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.

The Library's mapping service is extremely popular, with over three quarters of all parliamentarians' offices requesting mapping products during the year. In 2017–18, the mapping team received approximately 500 requests for mapping products, with the number of maps for each request ranging from 1 to over 20. Overall, the team created almost 2,765 unique digital maps, including welcome pack maps prepared for each electorate; and printed just over 1,435 hard copy maps.

ParlMap—mapping services for clients

In 2017–18, the Library completed the ParlMap project, which offers clients an online self-service mapping system. ParlMap enables clients to create their own maps using Australian Census and election results, and includes all current and historical Commonwealth electorate boundaries.

The system is based on the NationalMap architecture managed by the Department of the Prime Minister and Cabinet, and the Library will continue to work with the developers to add further improvements over time.

Digitisation

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

In 2014–15 the Parliamentary Library began a program of preservation digitisation of its information files dating from the 1950s to the early 2000s, a unique collection of Australian political and public policy history still regularly used by clients, Library staff and occasional visiting scholars. Digitisation of historic press releases and the Prime Ministers' collections was completed the first year, and the biographical 'condolence' packs in 2015–16. Digitisation of the news clips collection has been under way since 2014, with ten million pages digitised by the end of 2017–18 (2.75 million being digitised in 2017–18 at a cost of $490,000 from the Library's capital allocation).

The Library aims to quality assure and upload 20 per cent of the digitised files to ParlInfo Search during 2018–19 and to complete the digitisation of the Parliamentary Authors collection.

As an adjunct project, the Library has also been digitising its large collection of radio and television news and current affairs programs. This 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. During 2017–18, the Library digitised a further 5,806 hours of analogue material, significantly exceeding its target of 5,000 hours. In total, 16,160 hours has been digitised since the commencement of this project.

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

Parliamentary Papers Series 1901–2012

In 2015–16, the Library embarked upon a multi-year project to digitise the Parliamentary Papers Series (PPS) bound volumes from 1901 to 2012—some 25,000 reports amounting to around 2.4 million pages. The 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. Digitisation of the PPS will help ensure that it is preserved for the future and will also enable broader and easier access as it becomes available online as a series for the first time.

In 2017–18, Library staff met their target of quality assuring and uploading the first 40 per cent of the digital files to ParlInfo Search, 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.

Historic Hansard: Remediation project

During 2009–10 the Parliament undertook a major project to digitise Hansards from 1901 to 1980. Four hundred and thirteen volumes—comprising 610,534 pages of debate—were digitised by the project's end and published in pdf and XML format. In 2016 the Library discovered 102 XML files were not attached to the correct records, though the PDFs were there. In 2017–18, Library staff located and uploaded the missing files. In addition, 1,300 XML files were corrected and uploaded, covering just under 10 years' worth of Hansard. The principle focus in this initial period was to ensure that content was grouped under the correct heading, though there was also work done on correcting attribution of speeches to the correct member or senator. The Library will continue to review the entire digitised Historic Hansard database to ensure it is accurate, accessible and meets current preservation and metadata standards.

How we support the Parliament's engagement with the community and the ongoing development of parliamentary democracy

National Reconciliation Week

Professor Megan Davis delivering the 2018 lecture (Auspic)

As it has for the past several years, the Library marked National Reconciliation Week with a public lecture in the Parliament House Theatre. The 2018 lecture was presented by Professor Megan Davis, Pro Vice Chancellor Indigenous, and Professor of Law, University of New South Wales. Professor Davis spoke on the significance of the Barunga Statement in relation to the Uluru Statement from the Heart, and the work of the Aboriginal constitutional dialogues in designing a framework of reform to address disadvantage and commence a process of reconciliation.

Collaborative partnerships: The 'First Eight' Project

In March 2018, the Presiding Officers officially launched 'The First Eight—Australia's early Prime Ministers'. The project is a collaborative undertaking between the Parliamentary Library, the National Museum of Australia, the National Archives of Australia, the Victorian Parliamentary Library, the Australian National University's Australian Studies Institute and Canberra historian Dr David Headon. As part of this collaboration, the Parliamentary Library will be publishing a series of essays and lectures about Australia's first eight prime ministers—covering the Melbourne period of the Parliament. The first monograph of the series, *Alfred Deakin—the lives, the legacy: Australia's second Prime Minister*, written by Dr David Headon, was published in March 2018 and launched by the Presiding Officers. Work in 2018–19 will focus on Australia's fourth Prime Minister, George Reid, the 100th anniversary of whose death falls on 12 September 2018.

President Scott Ryan, Dr David Headon and Speaker Tony Smith at the launch of the First Eight (Auspic)

Regional engagement

Parliamentary Institute of Cambodia (PIC) delegation

Contributing to the goal of supporting the ongoing development of parliamentary democracy, this year the Library hosted a small group from the PIC, an institute funded by the Swedish and other European governments to assist with capacity building in the region. PIC provides both direct research support to the Cambodian parliament as well as training for parliamentary staff from south-east Asian countries.

The delegation, which included officials from not only Cambodia, but the Philippines, Thailand, Laos and Myanmar, spent four days meeting with staff from across the Library and other parliamentary departments, including the committee and procedure offices.

Support to the Solomon Islands Parliament

In March 2018, the Parliamentary Library sent a senior researcher to assist the Solomon Islands Parliament in its consideration of the annual Budget process. This work, funded by the United Nations Development Program, is similar to support provided to the Fiji Parliament reported in previous years.

The researcher joined colleagues from the NSW, Fijian, and Scottish parliaments to share their experience in the techniques and procedures used in supporting parliamentary scrutiny of budgets, and also to actively assist in preparing and delivering briefings.

Pacific Parliamentary Scholars

As part of its ongoing support for parliaments and democracy in the Pacific region, 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. The 2017–18 Scholars were:

- Sivaitele Leiataua from the Parliament of Samoa, whose project explored the issue of responding to domestic violence in Samoa
- Tirisiane Logavatu from the Parliament of Fiji, whose project looked at gender responsive budgeting to increase women's empowerment, and
- Peter Topura from the Bougainville House of Representatives, whose research was on the issue of parliamentary rules promoting gender.

Association of Parliamentary Librarians of Asia and the Pacific (APLAP)

APLAP was founded in 1990 to encourage cooperation and knowledge sharing between bodies that provide library and research services to parliaments in Asia and the Pacific. Throughout 2017–18, the Parliamentary Library worked closely with other members of the APLAP executive in preparation for its upcoming conference and General meeting in Tokyo in October 2018.

The Library also continues to manage APLAP's website and Facebook group.

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 2017–18, the Parliamentary Librarian remained an active member of the Standing Committee administering the Library and Research Services for Parliaments Section.

Other engagement

The Library is also active in the Association of Parliamentary Libraries of Australasia (APLA), a collaborative network of federal and state parliamentary libraries in Australia, New Zealand and Papua New Guinea, including managing the association's website.

The Librarian and senior staff met with delegations from the parliaments of India, Kenya, Myanmar, Nepal and the Philippines and presented to the 2018 Inter-parliamentary Study of Parliament Course.

In 2017–18, the Library hosted visits of staff from a number of Australian Parliamentary Libraries as well as staff from the Canadian and New Zealand Libraries.

Recognising the importance of supporting the development of professional skills in the library community, the Library also hosted a group of library students from Charles Sturt University and the Canberra Institute of Technology.

Australian Parliamentary Fellowship Program

Summer Research Scholarship

The Parliamentary Library's Summer Research Scholarship offers post-graduate students the opportunity to undertake a research project at the Parliamentary Library. Scholars undertake a six-week placement in the Library during the summer academic break. 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. The 2018 Scholars were:

* Timothea Turnbull, a PhD candidate at the Australian National University, whose project, Parliamentary perceptions of ANZUS: between entrapment and abandonment, looked at 60 years of parliamentary debate on the ANZUS alliance

* Katherine Taylor, a PhD candidate at the Australian National University, whose project was: What does 'water security' mean for northern Australia? A review of federal policy, and

* Kerrie Wratten, a PhD candidate at Macquarie University, whose project was: A systematic review of the factors that facilitate successful implementation of teacher performance and development frameworks at international school and system levels.

As has now become tradition, the Presiding Officers hosted a reception in the Speaker's courtyard for the 2018 summer scholars from the Library and the national cultural institutions.

Speaker Tony Smith with the 2018 Summer Scholars from the Parliamentary Library and national cultural institutions (Auspic)

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. Thirteen interns have completed the program in Library Collections and Databases (two in 2017–18), five of whom subsequently gained employment in the Parliamentary Library following graduation (three ongoing and two in non-ongoing positions).

Thirteen legal interns have completed the Research Branch program, with one in 2017–18.

This financial year, the Library did not host any ANIP students; however, the Library provided assistance to the wider cohort of interns placed in the Parliament, including access to the Library's databases and collections. The Parliamentary Librarian is also a member of the Commonwealth Parliamentary Internship Program Steering Committee.

The Library will continue to consider applications from ANIP participants in the coming year.

Assistance to The Parliament Shop

Since July 2014 the Library has selected and recommended politically themed book titles for sale in The Parliament Shop. Over this period, the Library's acquisitions team has recommended 626 titles (138 during 2017–18), helping ensure that The Parliament Shop is the 'go to' place for politically themed books.

How we strengthen the capabilities of our staff

Restructure of the Library Collections and Databases Branch

To ensure the Library remains positioned to deal with rapidly evolving library technologies and systems, the Library Collections and Databases Branch was reviewed and restructured, with the changes to take effect at the beginning of the new financial year. (Undertaken in close consultation with staff, the restructure is budget neutral and has not resulted in any redundancies.)

A new team has been established, the Library Systems, Projects and Innovation section, which will help ensure the Library is able to innovate to improve client services and meet the challenges of effective digital delivery. The Library Collections and Discovery team (combining the Collection Management and Database and Media Services Staff) will focus on the acquisition, management and organisation of Library collections and content and making them easily discoverable to Library clients.

The Central Enquiry Point section has remained unchanged.

The new structure aligns more closely with the Library's strategic priorities and will enhance client service.

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.

During 2017–18, the Library made significant progress in implementing strategies in the Workforce Plan. In 2017–18, Library staff attended diverse seminars, conferences and workshops, with the Library also hosting in-house seminars given by visiting academics.

The Library staff orientation program was significantly redeveloped during 2017–18 and includes training for new starters and their buddies and supervisors with particular focus on client services. A priority for the Library's in-house program was the legislative and committee processes of parliament, to ensure our products are 'fit for purpose'. This training included a presentation on the operation of committees and how the Library's research can contribute most effectively. In March, officers from the Senate Procedure Office presented a seminar on the process of drafting amendments and private members bills, recognising that in many cases our clients use Library research to inform the development of their drafting instructions. The Editors Group continued its program of in-house seminars, which this year covered areas such as accessibility standards.

The Library continues to welcome the opportunity to send officers to the ANZACATT Parliamentary Law, Practice and Procedure (PLPP) Course, while three Library staff from Research Branch participated in the Department's PEL1 Development Program. Two LCDB staff completed Catching the third wave: local resources, digital repositories and metadata during 2017–18. This course focuses on managing digital resources, digital repositories and digitisation standards.

Engagement with universities

Building on the relationships developed with the Australian National University in the previous reporting period, the Library entered into two additional MOUs with specific schools. The agreements were used as the basis for seeking the university's assistance with matters including the drafting and technical review of several Bills Digests.

The Library hopes to utilise these relationships in the coming year to deliver Library seminars and other commissioned papers on matters of interest to the Parliament.

WORKFORCE ISSUES

At 30 June 2018, the Library's workforce comprised:

- Office of the Parliamentary Librarian—11 employees (9.6 FTE)
- Library Collections and Databases Branch—56 employees (54.3 FTE)
- Research Branch—89 employees (80.7 FTE)

During 2017–18, the Library workforce:

- increased slightly from 155 to 156 employees, and in FTE from 143.6 (at 30 June 2017) to 144.6 (at 30 June 2018), 35 (22 per cent) of whom were non-ongoing, and
- had a median age of 45 years (up slightly from 44 years in 2017).

Age profile

At 30 June 2018, 32 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. The age profile of the Library's ongoing employees remains considerably older than that of the Australian Public Service (APS); the proportion of ongoing employees aged 60 years and over (almost 16 per cent) is more than twice that of the APS (seven per cent).[30]

The Library's relatively older age profile has been evident for some years, but is less pronounced than it was a decade ago; the proportion of employees aged 45 years and over fell from 69 per cent in 2008[31] to 57 per cent in 2017 before rising slightly to 58 per cent in 2018.

Classification

Given the nature of much of the work undertaken in the Library, the classification profile is concentrated at PEL 1, with 42 per cent of ongoing employees being at the level—the majority of whom are in Research Branch. In contrast, only 19 per cent of ongoing APS employees are at the equivalent EL 1.[32]

However, over time there has been an increase in the proportion of Library employees at PSL 4–5 and PSL 6. This shift reflects the Library's growing focus on developing potential career paths for less experienced employees, ensuring 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.

The proportion of employees at middle management (PEL 2) is slightly below the APS average—seven per cent of ongoing employees compared with 10 per cent for the APS.

Another measure of classification profile is span of control; at June 2018, the Library had 13.9 ongoing employees at lower classifications for each PEL 2, compared with 9.2 for the APS.[33]

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30 Australian Public Service Commission (APSC), APS Statistical Bulletin December 2017, Table 25.

31 Department of Parliamentary Services, Annual Report and Financial Statements 2007–08, p. 45.

32 APSC, op.cit., Table 21.

33 APSC, op.cit., Table 21.

Employment status

As noted earlier, the Library's non-ongoing workforce at June 2018 accounted for 22 per cent of all employees, up slightly from the previous year (21 per cent).

Non-ongoing employees are generally engaged to replace staff on long leave, to work on specific projects, to meet demands 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 varies year to year.

The proportion of non-ongoing employees in the Library is substantially higher than in the APS (nine per cent),[34] reflecting the sessional nature of many of our work patterns.

This year, the Library continued to maintain its temporary employment register to support this demand.

Recruitment

During 2017–18, there were 30 new external employees recruited—three were ongoing and the remainder were engaged on a fixed-term or sessional basis.

- Research Branch recruited 19 new employees (three ongoing and 16 non-ongoing).
- Library Collections and Databases Branch recruited 11 new employees (all non-ongoing).
- The Office of the Parliamentary Librarian recruited one new employee (non-ongoing).

Separations

Twenty-six staff left the Library during 2017–18: 11 were ongoing employees, one was a secondee and the remainder were non-ongoing on fixed-term or sessional contracts.

For all staff, the separation rate was 17 per cent, a reduction from 20 per cent the previous year. For ongoing staff, the separation rate of nine per cent was somewhat higher than that for the APS (seven per cent in 2017).[35]

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34   Ibid., Table 1.

35   Ibid., Tables 1 and 48

TABLE 22: Separation by organisation unit

Separation method	Branch	Ongoing	Non-ongoing	Total
Age retirement	Research	2	1	3
End of contract or end of temporary transfer from APS	Research		9	9
	Library Collections and Databases		2	2
	Office of the Parliamentary Librarian		1	1
Promotion or transfer to APS or Parliamentary Service	Research	3	1	4
	Office of the Parliamentary Librarian	1		1
Resignation	Research	2		2
	Library Collections and Databases	1	1	2
Voluntary retrenchment	Library Collections and Databases	2		2

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, and

- 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.

Progress in key projects identified in the Library's Business Plan 2017–18 was the subject of discussion in the previous section. The Performance Report focusses 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 parliamentarians 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 23: Research services

Deliverable	Measure	Performance			
		2014–15	2015–16	2016–17	2017–18
Individual client requests	Percentage of primary clients using the service Target: 100%	100%	100%	100%	100%
	Number of individual client requests completed Target: 13,000	12,656	13,113	11,681	11,656
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the Parliamentary Handbook, through ParlInfo and the Internet Target: 5.4m	9.14m	6.74m	6.4m	7.2m
Publications	Number of publications produced Target: 260	328	267	280	295
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues Seminars) Target: 500	418	729	1,101	803

Table 24 illustrates the costs associated with providing research services.

TABLE 24: Research services—price indicators

Deliverable	Measure	Performance			
		2014–15	2015–16	2016–17	2017–18
Cost of research services	Average cost per individual client request	$500.87	$527.22	$556.39	$562.03
	Average direct cost per self-service client request (staff time only)	$0.11	$0.11	$0.16	$0.12

Client requests

During 2017–18, 100 per cent of the Library's primary clients (parliamentarians' offices, including ministers' offices) used the client request service at least once, a considerable achievement given the unusually high number of new parliamentarians taking their seats during the financial year.

The Library answered 11,656 individual client requests in 2017–18, below its target of 13,000.

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

FIGURE 8: Client requests—relative indicators
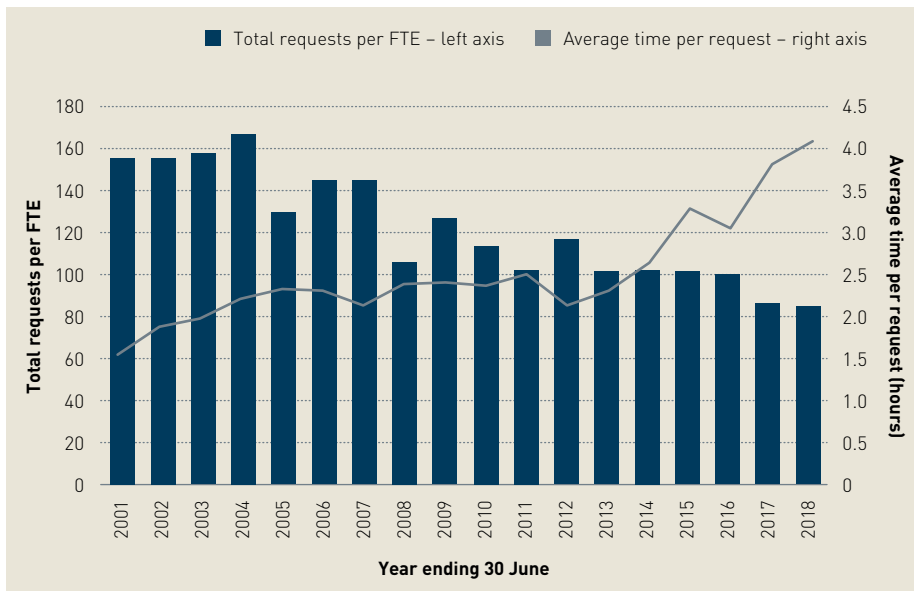
The number of client requests is a demand driven indicator, representing a best estimate of how many requests the Library expects to complete annually. And complex, multi-part requests are generally recorded as a single client job although they may require significant and discrete input from researchers in different sections.

Another element in assessing performance relates to hours spent on client requests. In 2017–18, hours spent responding to parliamentarians enquiries again increased by five per cent compared to 2016–17 figures (44,503 compared to 42,178 the previous financial year). And the 2016–17 result had shown an increase of almost 13 per cent compared to 2015–16 (42,178 compared to 37,343).

Hours spent on client services to parliamentary committees, parliamentary departments and reciprocal arrangements increased by just over 30 per cent.

2017–18 saw the continuation of the trend towards fewer but increasingly complex client requests. As illustrated in Figure 8, Library data continue show an overall decline in the number of completed client requests of 46 per cent per FTE between the financial years 2000–01 and 2017–18. 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 request in 2017–18 was 4.1 hours, over two and half times the 2000–01 figure of 1.5 hours.

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 parliamentarians, 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.

FIGURE 9: Distribution of client service hours by service type 2017–18
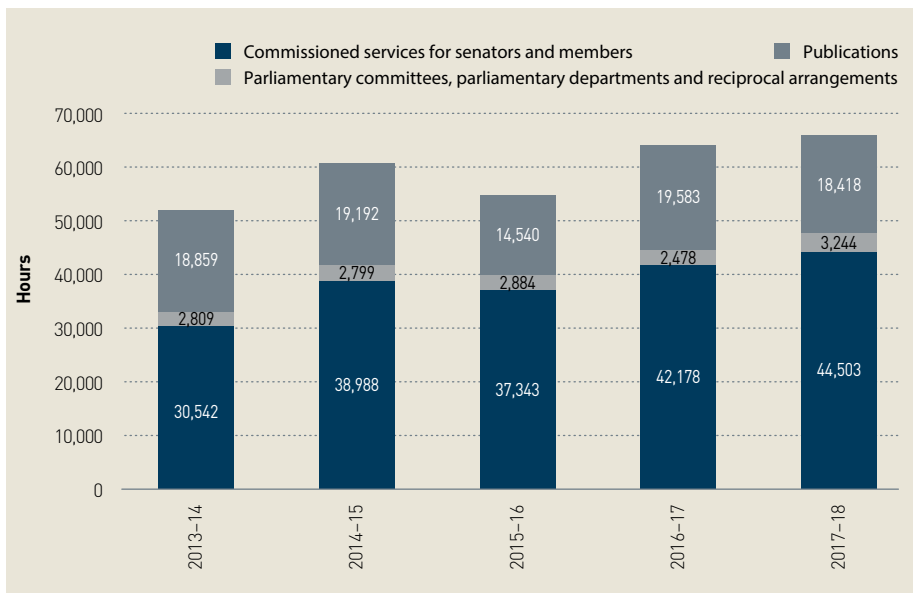
In 2017–18, the Library issued 295 new or revised research publications. Hours spent on publications decreased slightly to 18,418 (compared to 19,583 hours the previous financial year).

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. The Library published 133 Bills Digests in 2017–18, compared to 121 in 2016–17 and 117 in 2015–16. No digests were produced on private senators' or members' Bills. Forty two digests were not published in time for debate in the first chamber (compared to 30 in 2016–17 and 43 in 2015–16). Digests were not produced for 24 Government Bills (compared to 26 in the previous financial year. Of these:

- one passed both Houses on the day it was introduced
- two were replaced and Digests were published for the replacement Bills, and
- nine were the subject of Flagposts.

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

Client training and seminars

The Parliamentary Librarian participated in induction sessions organised by the chamber departments for new senators and members. Library staff also served as contact officers for all new senators and members.

During the year, Library induction and orientation services continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services.

The Library supplements its regular one-on-one training with other training programs including 'drop in' sessions in the Senators' and Members' Reading Room during sitting weeks. In 2017–18, sessions were offered on news services, new releases of Census data, e-books, and the new ParlMap service.

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 subsequently began a low-key program of electorate office visits, which are undertaken as time and resources permit. In 2017–18, visits were undertaken to 37 electorate offices in New South Wales, Victoria, Queensland, Western Australia, and Tasmania, exceeding the target of 20 visits for the financial year.

Since 1986, the Library has been running a program of lectures and seminars that bring notable speakers to the Parliament to give parliamentarians 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:

- Australian Crime statistics—context is everything, Professor Toni Makkai, Emeritus Professor in the Centre for Social Research and Methods, Australian National University
- Taking stock of section 44 of the Constitution, Professor Anne Twomey, University of Sydney
- Alfred Deakin as Prime Minister, Emeritus Professor Judith Brett, La Trobe University, and
- Australia's anti-money laundering regime in the international context, Liz Atkins PSM, former Deputy CEO of AUSTRAC.

Most lectures are available for download from the APH website.

Client satisfaction with requests and publications

TABLE 25: Research services—key performance indicators

Deliverable	Measure	Performance			
		2014–15	2015–16	2016–17	2017–18
Client satisfaction with requests and publications	High level of customer satisfaction Target: 95%	93%[36]	93%[37]	93%[38]	94%[39]
	Client service delivered to timeliness service standard Target: 90%	89.76%	90.4%	97.9%	99.33%
	Number of complaints from clients remains low	2	2	1	2

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

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

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

39 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation 2017.*

The 2017 client service evaluation found the general response to the Library was very positive. Satisfaction among senators, members, and their staff is high at 94 per cent (though slightly below the target of 95 per cent), with 99 per cent indicating they would recommend the Library's services to a colleague. Most respondents considered Library staff to be hard working, professional and friendly, and services to be of a high quality.

In 2017–18, the Library also continued its program of consultation and outreach to parliamentary committees, with the number of client jobs increasing to 198 from 182 in the previous financial year.

Research Branch received two complaints in 2017–18, both relating to the handling of a research request.

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.

TABLE 26: Information access services—deliverables

Deliverable	Measure	Performance			
		2014–15	2015–16	2016–17	2017–18
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo databases Target: 150,000	172,766	177,644	168,788	175,249
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue Target: 5,000	6,530	7,318	6,575	6,378
	Percentage of titles (books and serials) in Library's collection available to clients online in full-text Target: 44%	38.2%	41.2%	42.2%	45.5%
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	4.55m	4.44m	3.81m	3.95m

TABLE 27: Information access services—price indicators

Deliverable	Measure	Performance			
		2014–15	2015–16	2016–17	2017–18
Cost of information services	Average cost per item added to the Library's collection	$162.85	$155.81	$152.91	$162.93
	Average cost per item added to the Library's databases	$14.79	$17.47	$17.85	$14.62
	Average cost per use of the Library's databases and collection	$1.42	$1.57	$1.85	$1.59

Material added to Library databases

In 2017–18, the Library selected and indexed approximately 9,231 newspaper clippings a month. Of all the Library databases that are indexed for ParlInfo Search, the newspaper clippings accounted for 95 per cent of the indexed content.

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 7:30am. Data shows that the introduction of LAST significantly improved the Library's productivity in the selection and indexing of newspaper clippings. Since LAST was introduced, the Library has reduced the amount of time spent on selection of newspaper clippings by 26 per cent and indexing by 37 per cent. This is compared to the 2016–17 outcomes of 42 per cent and 21 per cent respectively. We have also seen an increase in the selection and indexing rates, with the selection increasing by 27 per cent since 2009–10 and the indexing rate by 49 per cent, and the overall rate by 39 per cent (compared to 22 per cent in 2016–17).

Material added to the Library collection

The number of new titles (books and serials) added to the Library's catalogue significantly exceeded the 5,000 target at 6,378.

The percentage of titles available online (full-text) increased from 42.2 per cent to 45.5 per cent, slightly exceeding the annual target of 44 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 3.946 million uses being reported. Last year's annual report noted that usage 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).[40]

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40   *Department of Parliamentary Services, Annual Report 2016–17*, p. 163–64

The newspaper clippings database remains one of the most frequently selected databases.

The trend downwards in the internal use of the Library's databases since 2013–14 likely reflects the Library's investment in improving access to its news services and clients' increasing use of the iSentia Mediaportal. As at 30 June 2018, 99 per cent of clients' offices have a logon to this service and have set up alerts to push news stories directly to their inbox and the associated mobile app. 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 the 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 databases has reduced, access to news services has improved.

FIGURE 10: Use of the print collection
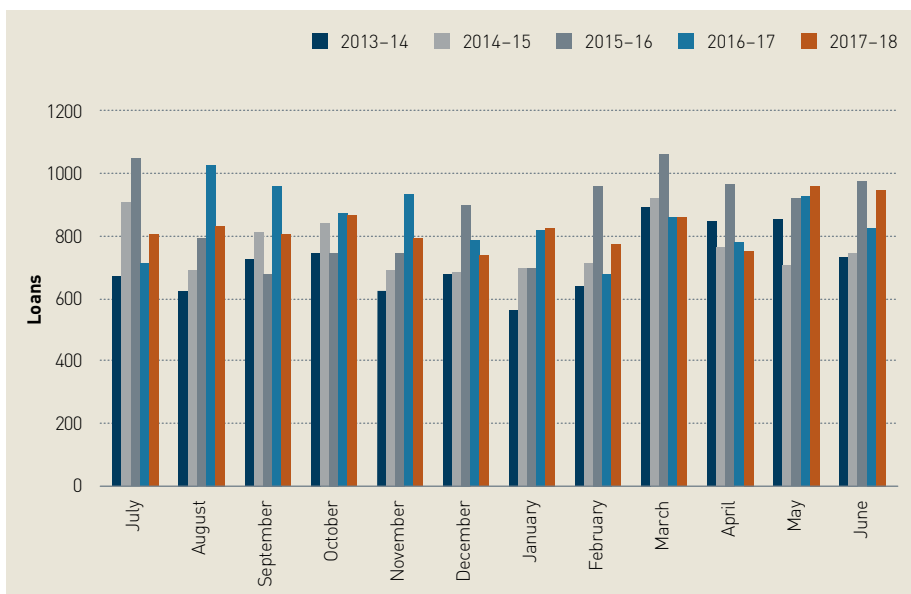
Use of the print collection remained stable, with a total of 9,913 loans during 2017–18 (compared to 10,623 in 2016–17). The 2017 client evaluation of Library services found that use of the Library's print collection had fallen slightly from 85 per cent in 2015 to 75 per cent in 2017 (after increasing significantly from 61 per cent in 2012). This decrease may be a result of the increased use of ebooks.

Though still quite low when compared to usage of the print collection, ebook usage increased significantly during 2017–18, with 1,100 loans being processed (compared to 478 the previous financial year). Overall, the proportion of print versus electronic loans during 2017–18 was 90 per cent print and 10 per cent electronic. In 2016–17 it was 95.5 per cent print and 4.5 per cent electronic. This increase may be attributable to the Library's increased promotion of the ebook services and the implementation of the EZproxy system which provides a more seamless (single sign-on) access to our subscribed ebook collections outside the PCN.

TABLE 28: Subprogram 2—collections and databases—key performance indicators

Deliverable	Measure	Performance			
		2014–15	**2015–16**	**2016–17**	**2017–18**
Client satisfaction with collections and database services	High level of customer satisfaction Target: 95%	93%[41]	93%[42]	93%[43]	94%[44]
	Number of urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard Target: 100%	100%	100%	100%	100%
	Senators' and members' offices using the iSentia Mediaportal Target: 90%	79.6%	89%	96%	99%
	Senators' and members' offices using social media monitoring service (new KPI 2016–17) Target: 45%	-	-	56%	66%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard Target: 95%	96%	94.7%	94.4%	99.07%
	Number of complaints from clients remains low	1	0	1	0

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

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

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

44   As measured in Uncommon Knowledge, Australian Parliamentary Library: client service evaluation 2017.

Client satisfaction with Library Collection and Databases

See the discussion on client satisfaction indicators at pages 137–138.

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 items obtained as a result of direct client requests (with a turnaround deadline of 24 hours). These items are classed as urgent and are catalogued as a priority by Collection Management staff.

The cataloguing team met both its timeliness target for direct client requests and, as noted above, exceeded the target (5,000) for the number of new titles (books and serials) added to the Library's catalogue by processing 6,378 titles. Despite the increased number of titles processed, the team also significantly exceeded its target of 85 per cent for adding routine items (those selected by the Library's Acquisitions staff) to the catalogue within the two-week service standard, with 100 per cent of material being added within this time-frame.

Expansion of news services

The Parliamentary Library provides comprehensive news services to clients. The Library is proactive in its endeavours to enhance its news services within its available budget. During 2017–18 the news services were expanded to include an additional 10 daily News Corp digital titles to Library clients. An expansion of the Viewer Access Satellite Television (VAST) satellite dish added a further 12 rural ABC radio channels and seven metropolitan ABC TV channels to the Electronic Media Monitoring Service (EMMS). Several other services were procured in 2017–18 and will be implemented in July 2018. These include: the Front Pages service that conveniently bundles all daily front pages of national and metropolitan newspapers; access to Analytics, another service available through the iSentia MediaPortal that provides quantitative analysis tools for measuring media coverage; and IP access to *The West Australian*.

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 Information Resources budget. In 2017–18, the Library spent $0.546 million on all its news services. This includes online news services, news databases and hardcopy newspapers located in the Newspaper Reading Room.

Social media monitoring

Buzznumbers, which was rolled out in July 2016, provides access to social media commentary from assorted blogs, Twitter and Facebook. Users can set up campaigns in the product to monitor particular areas of interest and receive alerts. During the year 66 per cent of senators' and members' offices made use of the service (target 45 per cent).

iSentia Mediportal

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 more than 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 parliamentary network.

Use of this service has grown significantly since it was introduced in 2013–14. As of 30 June 2018, 99 per cent of clients have a logon to this service, well above the target of 90 per cent. These users have created over 1,580 alerts.

Performance

The news services' KPI in table 28 above combines the performance outcomes of the daily press clips service and Electronic Media Monitoring Service against their individual performance benchmarks or standards. Performance against this KPI was excellent, with both teams overall achieving 99.07 per cent against a target of 95 per cent.

Complaints

The Library Collections and Databases Branch received no complaints in 2017–18.

FINANCIAL REPORT

Budget (Resource Agreement)

Resource Agreement 2017–18	$
Operational funding	**15,491,243**
Capital funding	**3,593,168**
Total	**19,084,411**

Expenditure against budget (Resource Agreement)

	2017–18	2017–18
	Budget ($)	Actual ($)
Expenditure—Operating appropriation		
Employee (including entitlements)		
Research Branch	9,199,241	8,754,975
Library Collections and Databases Branch	2,727,953	2,899,915
Office of the Parliamentary Librarian	1,055,426	998,394
Total employee	**12,982,620**	**12,653,284**
Collection (information resources)	2,005,628	2,139,485
Other expenses	401,886	436,326
Asset maintenance (software licences/maintenance)	101,109	138,778
Total operational expenditure	**15,491,243**	**15,367,873**
Expenditure—Capital	**3,593,168**	**3,304,614**
Summary by organisational unit (operational + capital)		
Parliamentary Librarian	1,220,685	1,074,129
Research Branch	9,531,219	9,112,177
Library Collections and Databases Branch	8,332,507	8,486,181
Total expenditure including capital funding	**19,084,411**	**18,672,487**

Revenue

TABLE 31: Revenue

	2017–18	2017–18
	Budget ($)	Actual ($)
Revenue (Inter-Library Loans)	−9,600	−11,002

Capital Expenditure against budget (Resource Agreement)

TABLE 32: Capital Expenditure against budget (Reource Agreement)

DPS Capital Budget allocation by project	2017–18	2017–18
	Budget ($)	Actual ($)
Collection	400,000	372,609
Capitalised salaries—acquisition management	300,000	277,042
Other capital—Parliamentary Handbook database and handbook	80,000	87,385
Small Library systems	206,000	280,060
Digitisation of Library collection	610,000	490,000
Digitisation capitalised salaries	756,000	610,579
Digitisation of *Parliamentary Papers Series*	323,000	335,968
Library digital repository remediation	50,000	58,597
Library databases news clips	128,114	116,034
Library databases capitalised salaries	740,054	676,340
Total	**3,593,168**	**3,304,614**

GOVERNANCE

6

INTRODUCTION

The Department of Parliamentary 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.[45] 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).

Our governance structure for the reporting period is set out in Figure 11. It contains two streams: committees and boards advising the Presiding Officers; and committees and meetings advising the Secretary.

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45 *Parliamentary Service Act 1999*, subsection 38B(1)

FIGURE 11: DPS Governance Structure
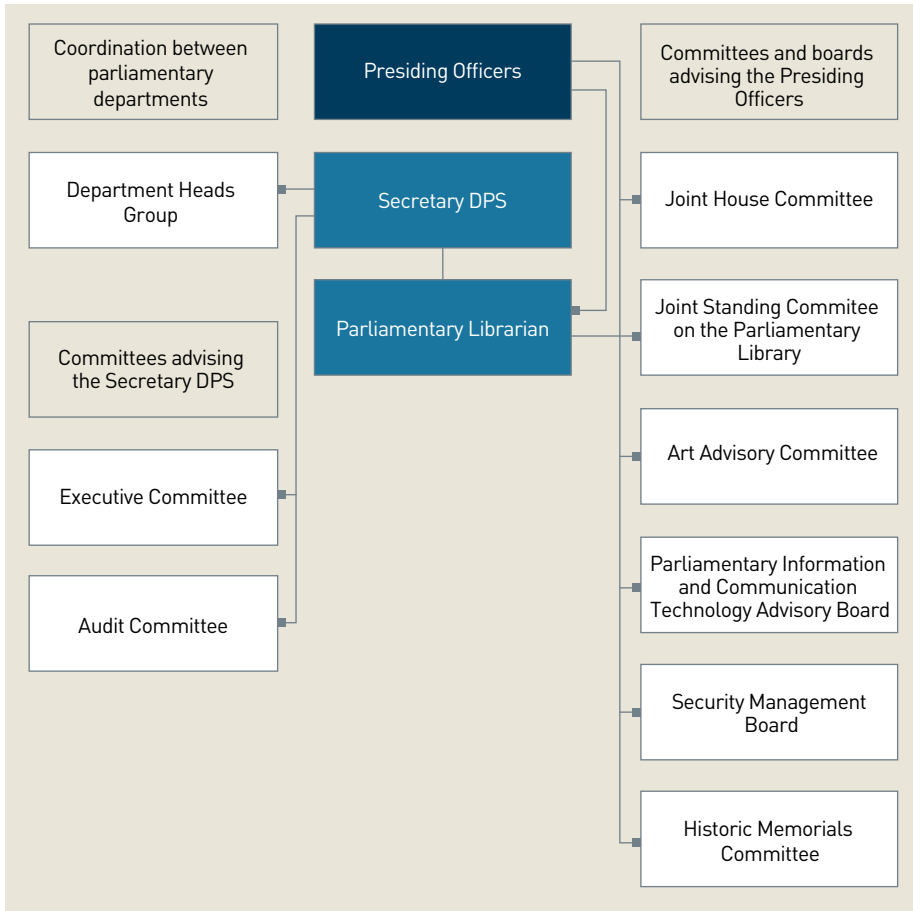
Committees advising the Presiding Officers

The information below shows committee membership at 30 June 2018 and activity for the year.

Joint House Committee

The Joint House Committee comprises members of the House Committees of the Senate and the House of Representatives and its role is to consider matters which affect joint services. Due to other mechanisms in place for distribution and discussion on matters which affect joint services, the committee met only as required.

Joint Standing Committee on the Parliamentary Library (JSCPL)

Details on the JSCPL can be found at pages 103–05

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: The Hon Tony Smith MP (The Speaker of the House of Representatives) and Senator the Hon Scott Ryan (The President of the Senate).

Members: Deputy Speaker, Deputy President, 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 in 2017–18 included:

- the purchase of 57 works of art including 16 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 2017–18.

Parliamentary Information and Communication Technology Advisory Board (PICTAB)

PICTAB is an advisory body established in 2012. Its role is to provide guidance in the delivery of the current *Parliament of Australia ICT Strategic Plan 2013–18* and strategic objectives and outcomes. It will also play a key role in the development of the new *Australian Parliament Digital Strategy 2019–22*.

Chair: Secretary DPS

Members:

- 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.

Matters considered in 2017–18 included:

- the key needs of parliamentarians
- the End User Workspace (EUW) program to deliver an Office 365 and Windows 10 Cloud solution
- the creation of a new *Australian Parliament Digital Strategy 2019–22*, with particular emphasis on stakeholder engagement and the consultation process to be undertaken in 2018–19
- the creation of a Cyber Security Operations Centre in 2018–19, and
- parliamentary business ICT resources.

The board met three times in 2017–18.

Security Management Board (SMB)

The SMB was 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: the Usher of the Black Rod, the Serjeant-at-Arms, and a senior executive employee of the Australian Federal Police. Invited attendees include the Department of the Prime Minister and Cabinet, the Department of Finance, and the Attorney-General's Department.

The board met seven times during 2017–18.

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: the 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 and Exhibitions section provides secretariat services to the committee and manages the portrait commissioning process.

In 2017–18 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 DPS 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.

Chair: Secretary DPS

Members: Parliamentary Librarian (Parliamentary Library), Chief Information Officer (Information Services Division), First Assistant Secretary (Building and Security Division), Chief Operating Officer (Chief Operating Officer Division) and Chief Finance Officer (Chief Operating Officer Division).

The committee meets fortnightly.

DPS 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 DPS Audit Committee comprises five members: three independent members and two management-appointed DPS officials.

Chair: Mr Michael Harris (independent Chair)

Members: 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, the Chief Information Officer, and the Chief Finance Officer.

In 2017–18, the committee met five times including a meeting to consider the department's financial and performance statements. Table 33 shows the members' attendance for 2017–18.[46]

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46 Apologies were received from absent members.

TABLE 33: DPS Audit Committee attendance

Member	Meeting attendance
Mr Michael Harris—Chair	5/5
Ms Jenny Morison—Deputy Chair	5/5
Mr Richard Windeyer—independent member	3/5
Mr Paul Cooper—DPS official	2/5
Mr Jonathan Curtis—DPS official	5/5

DPS Peak Work Health and Safety (WHS) Committee

The DPS Peak 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.

Chair: an Assistant Secretary DPS

Members: 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 met four times during 2017–18.

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.

Chair: Chief Operating Officer DPS

Members: consists of management representatives, union representatives, and staff representatives as provided for in the *DPS Enterprise Agreement*.

The forum met four times in 2017–18.

Coordination between Parliamentary Departments

Department Heads Group

The Department Heads Group meetings identify opportunities for collaboration, consideration and decision making, strengthening the effectiveness of the parliamentary administration.

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

The group met four times during 2017–18.

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 DPS 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 DPS 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 DPS Audit Committee. The internal audit work plan is reviewed for relevance and applicability by the DPS 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 2017–18, 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.

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

The *2017–18 Corporate Plan* is based on the commitments DPS made in the *Portfolio Budget Statement* (PBS) for 2017–18, including performance criteria, performance measures and targets. The *2017–18 Corporate Plan* is aligned with the 2017–18 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 are then linked to individual work plans, which clearly articulate expectations of managers in contributing to the achievement of our purpose in the corporate plan.

DPS has developed a *2018–19 Corporate Plan* to guide our work for the coming financial year.

FIGURE 12: DPS Framework Overview

Parliamentary priorities and legislation framework	• *Public Governance, Performance and Accountability Act 2013* • *Parliamentary Service Act 1999* • Portfolio Budget Statements • Accountable Authority Instructions • Commonweath Procurement Rules • Financial and Human Resource Delegations • Parliamentary Library Resource Agreement
DPS purpose, objectives and policies	• DPS Corporate Plan • 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 13). 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 continues to be promoted throughout DPS.

The People and Governance Branch supports staff in managing risks across DPS including enterprise, fraud, operational and specialist risks.

DPS Risk Management Framework
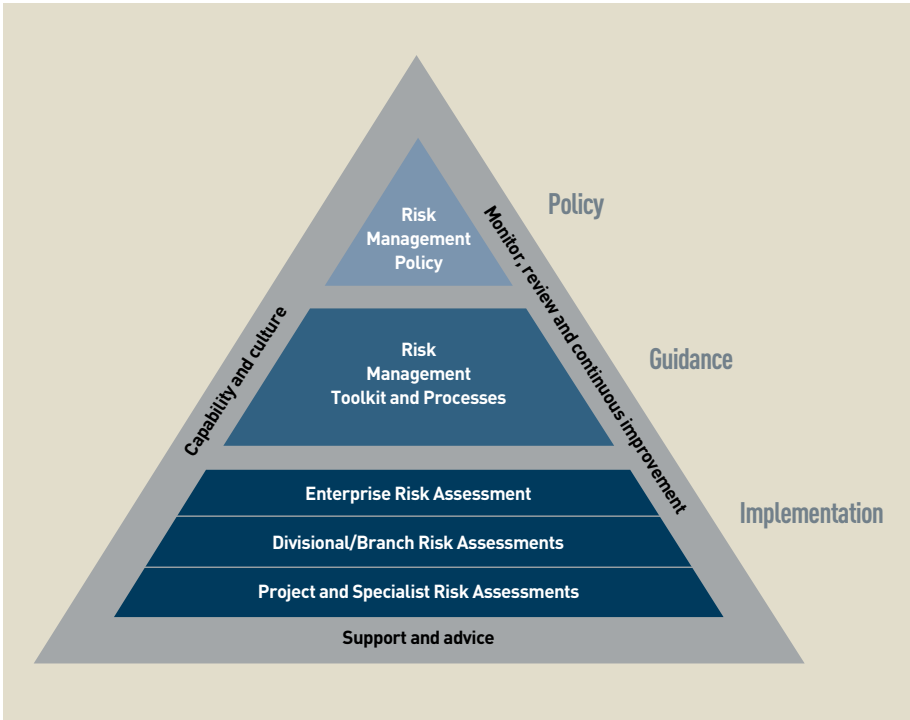
Enterprise and fraud risks

Following a review of enterprise and fraud risks in November 2017, 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 2017, DPS conducted the biennial review of our enterprise and fraud risks, in line with the DPS Risk Management Policy and Framework.

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 quarterly, aligned with quarterly risk reporting to the Executive Committee. The forum is chaired by a DPS SES officer and has members from across the department. The 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 2018 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 consistent with the result achieved in 2017.

Business Continuity Management

Throughout 2017–18, DPS progressed implementation of the Business Continuity Management framework, including:

- facilitating exercises, including desktop exercises and the annual testing of the Strategic Response and Tactical Response, 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 learnings from the exercises
- reviewing the Crisis Communications Framework for communicating with stakeholders during a business disruption, and
- continued development of individual business procedures and other associated documents.

In 2018–19, 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 2017* and is reviewed every two years.

The *Fraud Control Plan 2017–19* provides the framework for detecting, reporting, and investigating fraud within the department.

Fraud awareness training is available on the DPS Learning Management system.

In 2017–18 DPS undertook a number of activities related to fraud control, including biannual fraud risk assessments, updating the *DPS Fraud Policy* and mandating the frequency which all DPS staff are required to complete fraud awareness training. This change in policy will remind staff of their obligations and strengthen DPS fraud control across the department.

As at 30 June 2018, a total of 903 (90 per cent) of DPS staff had completed their training. In 2017–18, 761 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 three Code of Conduct investigations during 2017–18, resulting in the determination of three 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 2017–18 there were four DPS Authorised Officers approved to handle public interest disclosures.

Statement of significant non-compliance with the finance law

In 2017–18, DPS did not report any significant issues to the Presiding Officers under paragraph 19(1)(e) of the PGPA Act that related 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 2017–18.

Reports by the Australian National Audit Office

In 2017-18, the ANAO tabled two reports in parliament in relation to financial statement audits involving the department:

- Report No. 24, 2017-18: *Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2017*, tabled 20 December 2017, and
- Report No. 47, 2017-18: *Interim Report on Key Financial Controls of Major Entities*, tabled 14 June 2018.

During 2017-18 the ANAO did not conduct any performance audits of DPS' operations.

Parliamentary Committees

Senate Finance and Public Administration Legislation Committee

DPS appeared before Senate Finance and Public Administration Legislation Committee Estimates hearings on 23 October 2017, 26 February 2018, and 21 May 2018. During 2017–18 the department responded to 183 questions on notice.

Judicial decisions, decisions of Administrative Tribunals

During 2017–18, there were no judicial or administrative tribunal decisions relating to DPS.

Freedom of Information (FOI)

DPS is not subject to the *Freedom of Information Act 1982* (FOI Act) and therefore does not have an Information Publication Scheme.

Office of the Merit Protection Commissioner

During 2017–18, there were no applications for review made to the Office of the Merit Protection Commissioner.

Fair Work Ombudsman

During 2017–18, there were no matters referred to the Fair Work Ombudsman for review.

Fair Work Commission

During 2017–18, there was one application lodged by a DPS employee in the Fair Work Commission for review. The application was withdrawn by the former employee in December 2017.

OUR PEOPLE

Introduction

Enterprise bargaining was a key focus for human resources management in 2017–18, following a 'no' vote in December 2016. Bargaining recommenced in July 2017, following the appointment of a new management bargaining team in June 2017. Over the course of nine weeks, 26 meetings were held with bargaining representatives before the ballot in October 2017. Eighty per cent of eligible voters participated in the ballot, with 75 per cent voting in favour of the new agreement. The Fair Work Commission approved the agreement, which came into effect on 12 January 2018. Employees received a three per cent pay rise on 25 January 2018.

Following the approval of the *2017 Enterprise Agreement*, and amendments made to the *Parliamentary Services Determination 2013* (in October 2017) work commenced to update supporting policies, procedures and systems.

DPS continued its focus on improving Aboriginal and Torres Strait Islander participation and awareness throughout 2017–18. A range of initiatives were undertaken, including the department's participation in the Indigenous Australian Government Development Program (IAGDP) for the second consecutive year, the expansion of the Parliamentary Service Indigenous Employee Network (PSIEN), and the implementation of CORE cultural awareness e-learning modules.

DPS Workforce performance

As at 30 June 2018, DPS[47] employed 998 staff (including staff on leave, secondment and inoperative staff), all based in Canberra. The DPS workforce comprised 825 ongoing employees (83 per cent) and 173 non-ongoing employees (17 per cent). Of the 173 non-ongoing employees, 92 are engaged for a 'specified term or a specified task' and 81 are engaged in 'irregular or intermittent' (casual) duties.

The DPS workforce comprised full-time, part-time, sessional and casual work arrangements—79 per cent full-time; nine per cent part-time; four per cent sessional; and eight 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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47   The workforce statistics contained in the following tables are based on information from the DPS Payroll system as at 30 June 2018. The workforce report data was extracted on 10 July 2017. Workforce figures provided apply to the 2017–2018 financial year. The workforce profile data includes all DPS employees (including employees 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 per cent on certain tables and graphs.

TABLE 34: Employment Performance 2016–17 and 2017–18

Indicator	2016–17	2017–18
Total number of staff employed (headcount)	972	998
Total number of staff employed (headcount excluding casuals)	892	917
Diversity		
Women (percentage of total workforce)	40%	40%
People with identified disability (percentage of total workforce)	1.7%	1.8%
Aboriginal and Torres Strait Islander (percentage of total workforce)	12 (1.2%)	14 (1.4%)
Staff with English as a second language (percentage of total workforce)	9.1%	10%
Health and Safety		
Health and safety incidents (per 100 employees headcount)	9.7	10.6
Health and safety 'near misses' (per 100 employees headcount)	0.5	0.9
Number of health and safety representatives	20	28
Learning and Development		
Number of staff undertaking studies assistance	30	35
Number of recorded attendances at DPS compliance training activities	827	3,679*
Recruitment		
Average number of days to fill vacancy (from advertising to delegate sign-off)	55	61
External 'new engagement' hires (percentage of total new ongoing hires)	70%	71%
Net recruitment rate**	1.5	1.2

* New mandatory compliance training activities were added in 2018 for all employees. These include security awareness, cyber security awareness and CORE cultural awareness training.

** 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

Fourteen employees identified as Aboriginal and Torres Strait Islander, making up 1.4 per cent of all DPS employees. The Aboriginal and Torres Strait Islander headcount increased by two employees, resulting in a percentage increase of 0.2 per cent for the year.

Eighteen employees identified as People with Disability (up from 17 in 2016–17), or 1.8 per cent of all DPS employees. Cultural and Linguistic Diverse employees were represented by a headcount of 100 (up from 88 as at 30 June 2017) or 10 per cent of all DPS employees.

2017–18 again saw an increase in the representation of women in the DPS workforce, with a headcount of 403 employees (up from 389 in June 2017). The percentage of women in the DPS workforce remained stable at 40 per cent. Of the 403 women employees, 23 per cent were at the PEL1–2 classification—a decrease of one per cent on the previous year.

FIGURE 14: DPS workforce composition—30 June 2018

9%
Non-ongoing—
Specified term/task

8%
Non-ongoing—
Irregular/Intermittent

83%
Ongoing
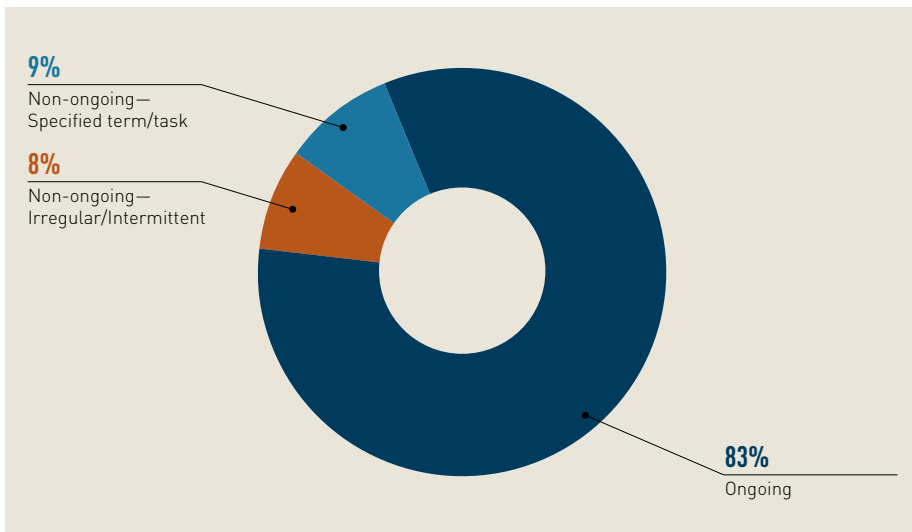
FIGURE 15: DPS employee working arrangements—30 June 2018

8%
Casual

4%
Part-time—Sessional

9%
Part-time

79%
Full-time
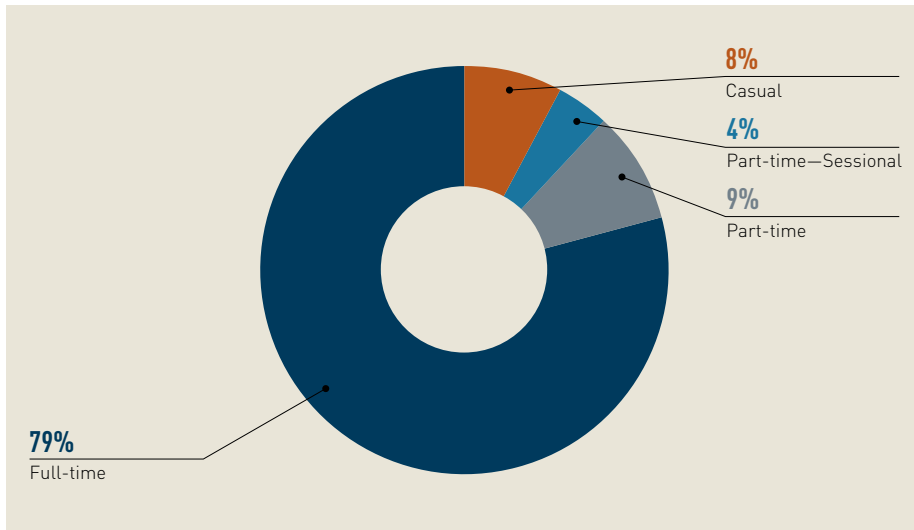
Workforce diversity

DPS continued its focus throughout 2017–18 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.

Aboriginal and Torres Strait Islander Employment Strategy

In 2017–18, DPS participated for the second time in the IAGDP, coordinated by the Department of Jobs and Small Business. DPS placed two Indigenous participants within the Chief Operating Officer Division. The IAGDP commenced in September 2017. It is a 15-month program that combines ongoing employment with structured learning and development. Participants undertake full-time work, while completing diploma-level studies.

Affirmative measures have been applied to nine bulk recruitment rounds in Building and Security Division, Chief Operating Officer Division, and the Parliamentary Library Division, to increase Indigenous representation.

Parliamentary Service Indigenous Employee Network (PSIEN)

In February 2017, the PSIEN 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 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 (AND). In February 2018, DPS established a project team to work with the AND on the review of the current workplace adjustment practices, and to develop a new policy and procedure document. The new approach will focus on the whole of the employee life cycle and is expected to be implemented in 2018–19.

In March 2018, the SES and PEL2 cohort were invited to attend an informative presentation delivered by the CEO of the AND, Suzanne Colbert. The presentation, held to celebrate the 25th anniversary of the *Disability Discrimination Act 1992*, focused on raising awareness of the needs of employees with disability and increasing the department's disability confidence.

In August 2017, HR Services and Strategy undertook Disability Confidence training and in May 2018 a special training session on Inclusive Language was delivered by the AND for Parliamentary Library employees.

During 2017–18, DPS has continued to be an active participant in the AND Disability Champions Round Table meetings, which are held on a quarterly basis.

Recruitment–entry level programs

In February 2018, DPS launched its first graduate program, placing three graduates across the Building and Security Division and Chief Operating Officer Division. Graduates complete a 12-month development program comprised of various rotations, on-the-job training, project-based activities and external learning workshops. The DPS Graduate Program was specifically designed to build internal specialist skills, knowledge, and experience.

TABLE 35: Entry Level Programs 2017–18

	PS level	Number of participants
Indigenous Australian Government Development Program (IAGDP)	PSL 3 to PSL 4	2
DPS Graduate Program	PSL 3 to PSL 4	3

Workforce mobility and retention

The DPS workforce has been growing in size for the past four years. The net recruitment rate has remained above 1.0 since 2014–15. At 30 June 2018 the net recruitment rate was 1.2, indicating another year of growth in the DPS workforce, although not as high as in 2016–17, when the rate was 1.5 (see Table 34). During 2017–18 there were a total of 221 employee commencements and 189 employee separations.

DPS' commencement rate (for all employees) decreased by eight per cent, from 30 per cent in the previous year to 22 per cent in 2017–18. This decrease was largely influenced by significantly less recruitment in the Security and Parliamentary Experience branches. Building Services and Capital Works were the only branches that had increased new employee hires from the previous year.

TABLE 36: Overview of the DPS commencement for staff from 2015–16 to 2017–18

	2015–16	2016–17	2017–18
Commencements	169	281	221
Commencement rate[48]	19%	30.4%	22%
Commencements (ongoing employees)	66	125	113
Commencement Rate (ongoing employees)[49]	9%	16.4%	13.7%

In the same 12-month period, there were 189 employee separations–two fewer than in 2016–17. Of these, 110 were ongoing employee separations, an increase of 10 on the 100 separations in 2016–17. The ongoing employee turnover rate was 13.3 per cent, up from 13.1 per cent in 2016–17. The ongoing employee turnover rate continues to remain relatively steady over the past three years, at 13 per cent.

TABLE 37: Overview of the DPS separation rates for staff from 2015–16 to 2017–18

	2015–16	2016–17	2017–18
Staff separations (headcount)	157	191	189
Employee turnover rate (total)[50]	18%	20.7%	19%
Staff separations (ongoing employees)	98	100	110
Employee turnover rate (ongoing employees)[51]	13.4%	13.1%	13.3%

48 Commencement rate calculated by the number of employees recruited (commenced) as a percentage of the average headcount of the period.

49 Ongoing commencement rate calculated by the number of ongoing employees recruited (ongoing commencements) as a percentage of the average headcount of the period.

50 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.

51 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.

The highest numbers of ongoing separations were employee-initiated resignations, of which there were 40. This represented 36 per cent of the departing ongoing workforce. There were also 31 transfers at level (to either the Australian Public Service or elsewhere in the Parliamentary Service); 23 age retirements and seven promotions to either the Australian Public Service or elsewhere in the Parliamentary Service. These represented 28 per cent, 21 per cent and six per cent of the departing ongoing workforce respectively. Continuing capability reviews and subsequent structural realignment across DPS branches also resulted in eight voluntary redundancies, 11 fewer than in 2016–17.

Instruments of employment

The Department of Parliamentary Services Enterprise Agreement 2011, and from January 2018, the Department of Parliamentary Services Enterprise Agreement 2017, were the primary employment instruments in 2017–18. At 30 June 2018, a total of 981 employees were covered by the agreement and, of these, nine had individual arrangements. Fifteen 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 2017–18 there were 3,679 recorded attendances at DPS compliance training activities. Mandatory compliance training accounted for 62 per cent of all training activities undertaken.

DPS coordinated 53 in-house, face-to-face training sessions, which were attended by 395 employees. Of these 53 training sessions, 20 were facilitated by external providers.

Leadership development

DPS offered a range of leadership and executive development programs to PEL1 and PEL2 employees. DPS delivered the third PEL1 Development Program during 2017 to build capabilities in the PEL1 cohort. Eighteen 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 35 employees to undertake a range of tertiary studies. A total of 1,532.5 hours of study leave was provided to employees, and $33,969 in financial contributions was made.

Organisational culture and employee engagement

In May and June 2017 DPS participated in the annual APS Employee Census. A total of 581 employees provided feedback—a 63 per cent response rate. This was a slight decrease of one per cent on our 2016 response, but overall 55 more respondents participated than the previous year.

The 2017 census results continued to show improvement in three of the four aspects of employee engagement. While job engagement remained stable at 7.2 points, team engagement, along with supervisor and agency engagement scores, continued to show an increase on the previous years' results.

Agency engagement again showed a significant improvement, to be 0.3 points above the APS average. The score was influenced by factors such as: the quality of senior leadership; approaches to change management; employee recognition; and the continued provision of relevant learning and development opportunities.

The 2017 results also showed significant improvements in the areas of performance management, senior leadership and internal communication.

Feedback and results from the 2017 census have helped inform and consolidate leadership development, people management practices and internal staff communications. Some of the initiatives flowing from the 2017 census results include:

- a change management resources portal, containing resources and tools to help both managers and employees prepare for and work through a change process, and
- the use of infographics to present a selection of DPS census topics results to staff (i.e. performance management, wellbeing and learning and development).

DPS once again participated in the APS Employee Census in 2018. A total of 587 employees responded—six more than in 2017 and a response rate of 63 per cent, which is the same as in 2017. The 2018 census results were not available as at 30 June 2018.

Note: DPS' census results are not included in the Australian Public Service Commission's annual State of the Service Report or annual Agency Survey Report.

Work Health and Safety (WHS)

Improvements to Parliament House

Due to the extensive amount of project work occurring in and around Parliament House, the DPS WHS Unit has been actively involved in providing advice on matters including:

- changed building/car park entry and lift upgrades
- the disabled toilet upgrades
- glass replacement in the link-ways and the skylight above Members Hall, and
- sliding fire doors.

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 Parliament House.

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 2018, DPS had 28 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 220 staff participated in generic WHS training programs.

WHS auditing

In 2017–18, 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 (JAS-ANZ) standards since its initial certification in November 2009.

Rehabilitation Management System Audit

In 2017–18, DPS underwent a biennial audit of its Rehabilitation Management System. An external audit was undertaken in May 2018 which achieved 100 per cent compliance against Comcare's *Rehabilitation Management Systems Audit Tool*.

Incident reporting and investigation

One hundred and six incident reports were submitted by DPS employees during 2017–18. Six 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 conducted three investigations into incidents.

There were no Provisional Improvement Notices issued under section 90 of the WHS Act. Three notices were issued under Part 10 of the WHS Act. No enforceable undertakings were issued under Part 11 of the WHS Act.

Nurses Centre

The Parliament House Nurses Centre continues to operate on sitting days. In January 2018, DPS engaged a full-time Registered Nurse (RN) to ensure continuity of care for attendees.

During non-sitting periods, the RN is responsible for auditing and maintaining first aid kits and equipment throughout Parliament House as well as the coordination of health promotion and health surveillance activities for DPS staff.

ASSET MANAGEMENT

The department manages departmental and administered property, land and equipment and intangible assets with a value of $2,569.7 million (2016–17: $2,438 million). Administered assets of $2,473.2 million (2016–17: $2,336.2 million) primarily relate to Parliament House, incorporating the building, land and cultural assets. Departmental assets of $96.5 million (2016–17: $101.8 million) primarily relate to information technology, software and furniture and equipment.

The department's managed assets are replaced through an annual capital management plan. The department monitors delivery of the capital management plan on a regular basis to ensure that the planned expenditure reflects the department's business requirements.

The department undertakes annual stocktake, 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 as part of assurance of the annual financial statements.

PURCHASING

DPS has focused on building internal capability through enhanced education and formal training programs for staff during 2017–18, leading to increased awareness of procurement practices and financial frameworks. 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, 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 and contracting arrangements
- encourage the use of Indigenous business and support the *Indigenous Procurement Policy*, and
- engage small and medium enterprises and local businesses wherever this is practicable and represents value for money.

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 and contract management activities.

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 2017–18, 11 new consultancy contracts were entered into, involving total actual expenditure of $255,052 (GST inclusive). In addition, 13 ongoing consultancy contracts were active during the period, involving total actual expenditure of $583,764 (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 including 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 2017–18, 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 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.
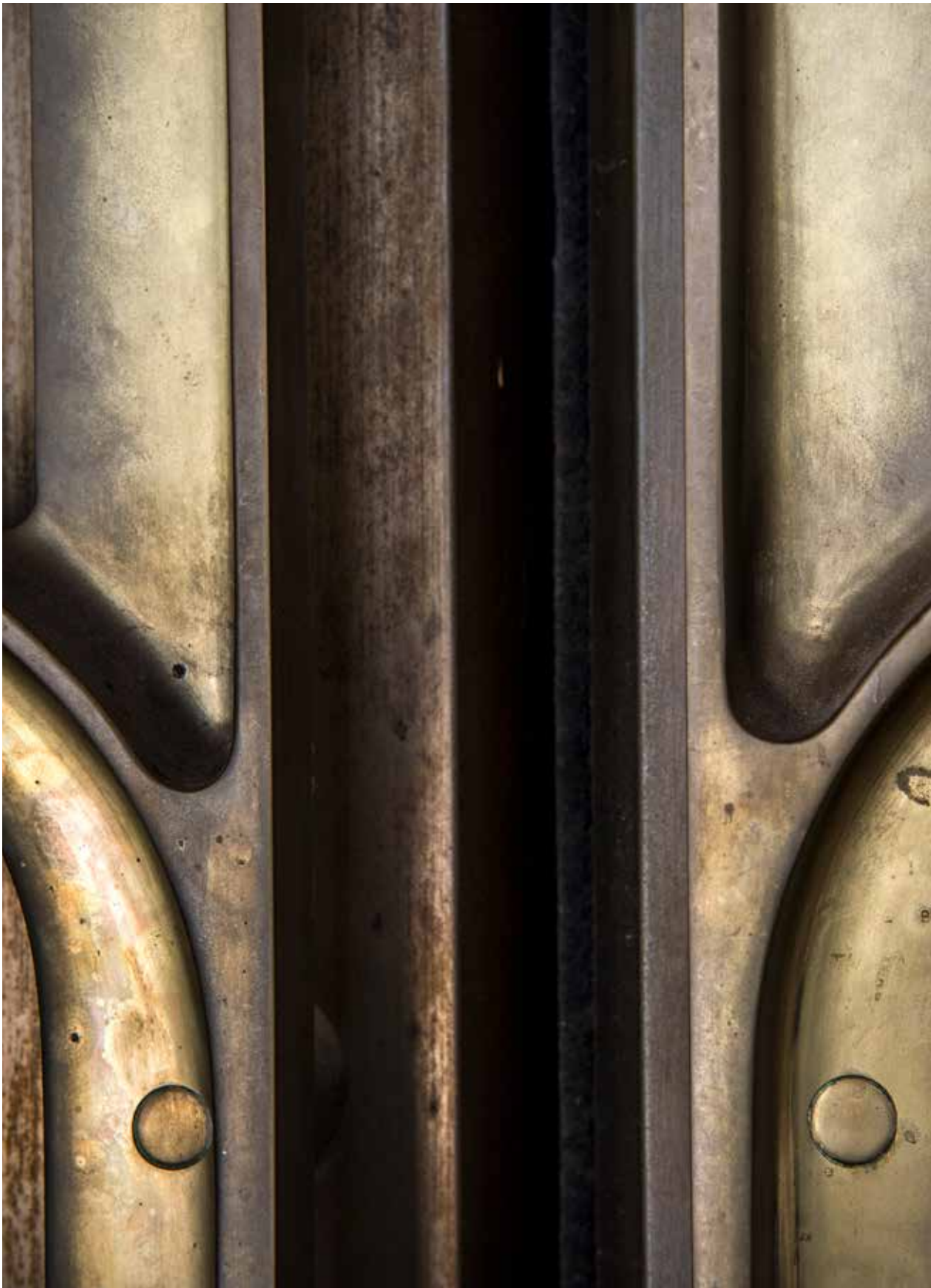
FINANCIAL STATEMENTS

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 for the year ended 30 June 2018:

(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 2018 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 2018 and for the year then ended:

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

Basis for Opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of 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* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key Audit Matters

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

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Key audit matter	How the audit addressed the matter
Valuation of Buildings	To address the key audit matter, I:
Refer to Note 4.1A Non-financial assets (Administered) and Note 7.5 Administered – Fair Value Measurement	• examined the data sources used in the Department of Parliamentary Sevices' calculation model for validity and completeness;
This was an area of focus due to the complexities in the judgements underpinning the calculation of the fair value of buildings, being Parliament House. As at 30 June 2018 buildings were valued at $2.229 billion.	• assessed the appropriateness of the valuation method adopted in the circumstances;
The valuation is complex due to the unique nature of each building component that comprises Parliament House. Significant judgement is exercised in making the estimation, 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.	• evaluated the effectiveness of the assurance framework, including the review and approval process to assess the reasonableness of assumptions and judgements used in calculating the estimated fair value; and
	• assessed the reasonableness of key assumptions, including by comparing 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, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's Responsibilities for the Audit of the Financial Statements

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

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

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

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

- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with 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 my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Australian National Audit Office

Mark Vial
Senior Director

Delegate of the Auditor-General

Canberra

3 September 2018

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Department of Parliamentary Services
Financial Statements for the period ended 30 June 2018

In our opinion, the attached financial statements for the year ended 30 June 2018 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
5 September 2018

Signed...................................
Nicholas Creagh
Chief Finance Officer
3 September 2018

STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2018

	Notes	2018 $'000	2017 $'000	Original Budget 2018 $'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	**86,397**	84,180	86,842
Suppliers	1.1B	**49,808**	47,661	51,814
Depreciation and amortisation	3.2A	**22,317**	17,239	23,000
Write-down and impairment of assets		**446**	5	-
Losses from asset sales		**95**	108	-
Total expenses		**159,063**	149,193	161,656
Own-Source Income				
Own-source revenue				
Sale of goods and rendering of services	1.2A	**13,634**	10,030	15,442
Other revenue	1.2B	**513**	263	514
Total own-source revenue		**14,147**	10,293	15,956
Net cost of services		**144,916**	138,900	145,700
Revenue from Government – appropriation	5.1A	**122,978**	118,568	122,700
Deficit attributable to the Australian Government		**(21,938)**	(20,332)	(23,000)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation surplus		**688**	(22)	-
Total other comprehensive income		**688**	(22)	-
Total comprehensive loss		**(21,250)**	(20,354)	(23,000)

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at Note 8.2.

STATEMENT OF FINANCIAL POSITION
as at 30 June 2018

	Notes	2018 $'000	2017 $'000	Original Budget 2018 $'000
ASSETS				
Financial assets				
Cash and cash equivalents	3.1A	1,097	981	574
Trade and other receivables	3.1B	27,763	21,655	24,899
Total financial assets		28,860	22,636	25,473
Non-financial assets				
Information and communication technology	3.2A	42,327	50,283	45,899
Plant and equipment	3.2A	8,427	10,303	9,405
Library collection	3.2A	7,752	6,392	5,835
Computer software	3.2A	28,898	27,134	23,235
Other intangibles	3.2A	9,108	7,679	6,173
Inventories	3.2B	417	520	242
Prepayments		4,811	7,009	6,703
Total non-financial assets		101,740	109,320	97,492
Total assets		130,600	131,956	122,965
LIABILITIES				
Payables				
Trade creditors and accruals		4,250	4,427	5,381
Other payables	3.3A	1,197	1,069	229
Total payables		5,447	5,496	5,610
Provisions				
Employee provisions	6.1B	24,004	23,631	22,524
Total provisions		24,004	23,631	22,524
Total liabilities		29,451	29,127	28,134
Net assets		101,149	102,829	94,831
EQUITY				
Contributed equity		264,108	244,538	262,186
Reserves		20,997	20,309	20,331
Accumulated deficit		(183,956)	(162,018)	(187,686)
Total equity		101,149	102,829	94,831

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at Note 8.2.

STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2018

	Contributed equity		Asset revaluation reserve		Accumulated deficit		Total equity	
	2018	2017	**2018**	2017	**2018**	2017	**2018**	2017
	$'000	$'000	**$'000**	$'000	**$'000**	$'000	**$'000**	$'000
CONTRIBUTED EQUITY								
Opening balance								
Balance carried forward from previous period	**244,538**	222,022	**20,309**	20,331	**(162,018)**	(141,686)	**102,829**	100,667
Adjusted opening balance	**244,538**	222,022	**20,309**	20,331	**(162,018)**	(141,686)	**102,829**	100,667
Comprehensive income								
Surplus/(deficit) for the period	**-**	-	**-**	-	**(21,938)**	(20,332)	**(21,938)**	(20,332)
Other comprehensive income	**-**	-	**688**	(22)	**-**	-	**688**	(22)
Total comprehensive income	**-**	-	**688**	(22)	**(21,938)**	(20,332)	**(21,250)**	(20,354)
Transactions with owners								
Contributions and distributions by owners								
Departmental capital budget	**17,648**	22,516	**-**	-	**-**	-	**17,648**	22,516
Return of contributed equity	**(822)**	-	**-**	-	**-**	-	**(822)**	-
Transfer of assets[1]	**2,744**	-	**-**	-	**-**	-	**2,744**	-
Total transactions with owners	**19,570**	22,516	**-**	-	**-**	-	**19,570**	22,516
Closing balance as at 30 June	**264,108**	244,538	**20,997**	20,309	**(183,956)**	(162,018)	**101,149**	102,829
Budget 30 June 2018								
Opening balance	*244,538*	*222,022*	*20,331*	*20,331*	*(164,686)*	*(144,987)*	*100,183*	*97,366*
Total comprehensive income	*-*	*-*	*-*	*-*	*(23,000)*	*(23,000)*	*(23,000)*	*(23,000)*
Total transactions with owners	*17,648*	*22,516*	*-*	*-*	*-*	*-*	*17,648*	*22,516*
Closing balance	*262,186*	*244,538*	*20,331*	*20,331*	*(187,686)*	*(167,987)*	*94,831*	*96,882*

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at Note 8.2.

[1] Non-financial assets were transferred from the Department of the House of Representatives ($1.16m), the Department of the Senate ($0.72m) and the Parliamentary Budget Office ($0.86m).

Accounting Policy

Departmental Capital Budget

Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in the year in which it was appropriated.

STATEMENT OF CASH FLOWS
for the period ended 30 June 2018

	Notes	2018 $'000	2017 $'000	Original Budget 2018 $'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		135,250	137,275	122,978
Sale of goods and rendering of services		15,525	10,870	15,865
GST received from ATO		6,037	5,866	5,667
Other		506	666	374
Total cash received		157,318	154,677	144,884
Cash used				
Employees		85,942	82,515	87,120
Suppliers		53,952	55,978	57,764
Section 74 receipts transferred to OPA		16,870	16,210	-
Total cash used		156,764	154,703	144,884
Net cash from operating activities		554	(26)	-
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of plant and equipment		12	38	-
Total cash received		12	38	-
Cash used				
Purchase of property, plant and equipment		8,960	11,606	9,073
Purchase of intangibles		5,190	10,833	8,575
Total cash used		14,150	22,439	17,648
Net cash used by investing activities		(14,138)	(22,401)	(17,648)
FINANCING ACTIVITIES				
Cash received				
Departmental capital budget		13,700	22,834	17,648
Total cash received		13,700	22,834	17,648
Net cash from financing activities		13,700	22,834	17,648
Net increase in cash held		116	407	-
Cash and cash equivalents at the beginning of the reporting period		981	574	574
Cash and cash equivalents at the end of the reporting period	3.1A	1,097	981	574

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at Note 8.2.

ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for the period ended 30 June 2018

	Notes	2018 $'000	2017 $'000	Original Budget 2018 $'000
NET COST OF SERVICES				
Expenses				
Suppliers	2.1A	**5,861**	7,955	5,346
Depreciation and amortisation	4.1A	**37,062**	33,855	33,813
Write-down and impairment of assets	2.1B	**43**	17	-
Total expenses		**42,966**	41,827	39,159
Income				
Revenue				
Non-taxation revenue				
Donations		**1**	1	156
Total non-taxation revenue		**1**	1	156
Total revenue		**1**	1	156
Gains				
Other gains	2.2A	**44**	2,781	-
Total gains		**44**	2,781	-
Total income		**45**	2,782	156
Net cost of services		**42,921**	39,045	39,003
Deficit		**(42,921)**	(39,045)	(39,003)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation surplus		**84,560**	104,784	-
Total other comprehensive income		**84,560**	104,784	-
Total comprehensive income/(loss)		**41,639**	65,739	(39,003)

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at Note 8.2.

ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
as at 30 June 2018

	Notes	2018 $'000	2017 $'000	Original Budget 2018 $'000
ASSETS				
Financial assets				
GST receivable		1,494	887	333
Total financial assets		1,494	887	333
Non-financial assets				
Land	4.1A	80,000	80,000	80,000
Buildings	4.1A	2,229,479	2,134,311	2,159,314
Heritage and cultural	4.1A	113,261	112,104	86,730
Other plant and equipment	4.1A	47,363	8,821	6,507
Computer software	4.1A	2,420	686	29
Other intangibles	4.1A	626	263	-
Total non-financial assets		2,473,149	2,336,185	2,332,580
Total assets administered on behalf of Government		2,474,643	2,337,072	2,332,913
LIABILITIES				
Payables				
Trade creditors and accruals		551	724	254
GST funding		1,489	843	367
Total payables		2,040	1,567	621
Total liabilities administered on behalf of government		2,040	1,567	621
Net assets		2,472,603	2,335,505	2,332,292

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at Note 8.2.

ADMINISTERED RECONCILIATION SCHEDULE
for the period ended 30 June 2018

	Notes	2018 $'000	2017 $'000
Opening assets less liabilities as at 1 July		**2,335,505**	2,223,511
Adjusted opening assets less liabilities		**2,335,505**	2,223,511
Net (cost of)/contribution by services			
Income		**45**	2,782
Expenses		**(42,966)**	(41,827)
Other comprehensive income			
Revaluations transferred to reserves	4.1A	**84,560**	104,784
Transfers (to)/from Australian Government			
Appropriation transfers from Official Public Account			
Administered assets and liabilities appropriations	5.1C	**88,849**	38,481
Administered annual appropriations	5.1C	**5,994**	7,857
Appropriation transfers to OPA			
Administered receipts		**-**	(83)
Assets Transfer	4.1A	**616**	-
Closing assets less liabilities as at 30 June		**2,472,603**	2,335,505

The above schedule should be read in conjunction with the accompanying notes.

ADMINISTERED CASH FLOW STATEMENT
as at 30 June 2018

	Notes	2018 $'000	2017 $'000	Original Budget 2018 $'000
OPERATING ACTIVITIES				
Cash received				
GST received from ATO		7,334	2,851	13,064
Donations		1	1	156
Total cash received		7,335	2,852	13,220
Cash used				
Suppliers		13,976	11,136	18,426
Total cash used		13,976	11,136	18,426
Net cash used by operating activities		(6,641)	(8,284)	(5,206)
INVESTING ACTIVITIES				
Cash used				
Purchase of property, plant and equipment		86,752	37,561	126,288
Purchase of computer software		2,097	920	-
Total cash used		88,849	38,481	126,288
Net cash used by investing activities		(88,849)	(38,481)	(126,288)
Net decrease in cash held		(95,490)	(46,765)	(131,494)
Cash from Official Public Account				
Appropriations	5.1C	94,843	46,338	144,714
Total cash from official public account		94,843	46,338	144,714
Cash to official public account				
Appropriations		647	510	(13,220)
Administered receipts		-	(83)	-
Total cash to official public account		647	427	(13,220)
Cash and cash equivalents at the end of the reporting period		-	-	-

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at Note 8.2.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Overview

Objectives of the Department of Parliamentary Services (DPS)

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: Effective stewardship of Australian Parliament House, including effectively managing the Australian Parliament House capital works plan, and effectively delivering the Security Upgrade Implementation Plan.

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 are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

Basis of accounting

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.

All assets have been assessed for impairment at the end of the reporting period, and no impairment indicators exist unless otherwise stated.

New Australian Accounting Standards (AAS)

Adoption of new AAS requirements

During 2017-18, DPS adopted all applicable AAS that became effective during 2017-18. The application of new standards did not materially impact the operations of DPS.

Future AAS requirements

The AASB has issued a number of new standards, amendments to standards and interpretations that are effective for future reporting periods. These new standards are as follows:

- *AASB 9 Financial Instruments* (effective 1 July 2018) applies a single approach for the classification and measurement of financial assets based on cash flow characteristics and the business model used for the management of financial instruments. It also introduces an expected credit loss model for the impairment of financial assets which replaces the incurred loss model used in *AASB 139 Financial Instruments Recognition and Measurement*. DPS does not consider that the application of the new standard will have a material impact on the carrying balance of its financial instruments.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

- *AASB 15 Revenue from Contracts with Customers* (effective 1 July 2019) requires revenue to be recognised in accordance with the satisfaction of performance obligations under a contract. Depending on whether certain criteria are met, revenue is recognised either over time, in a manner that best reflects the company's performance, or at a point in time, when control of the goods or services is transferred to the customer. Certain costs to fulfil a contract or incremental costs of obtaining a contract may qualify for capitalisation under the new standard. A five-step model is applied to determine when to recognise revenue, and at what amount. Additional disclosures are required for qualitative and quantitative information on DPS' contracts with customers, significant judgements and any asset recognised. DPS does not consider that the application of the new standard will have a material impact.

- *AASB 16 Leases* (effective 1 July 2019) will require lessees to recognise a right-of-use asset and a lease liability for all leases with a term of more than 12 months, unless the underlying asset is of low value. DPS has forward year departmental operating lease commitments of $0.76m (refer to Note 1.1B).

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.

Prior year adjustments

The following changes have been made to prior year disclosures:

Departmental

- Resources received free of charge in relation to audit fees has been moved from gains to other revenue;
- Public carpark revenue has been moved from other revenue to sale of goods and rendering of services; and
- Rental income has been disclosed as licence revenue under sale of goods and rendering services; and
- A number of notes that were included in the 2016-17 financial statements have been discontinued because they do not provide additional information. These are Other revenue, Prepayments and Other payables.

Administered

- Employee expense has been reclassified to supplier expense to better reflect the nature of the arrangement; and
- A number of notes that were included in the 2016-17 financial statements have been discontinued because they do not provide additional information. These are Employee benefits, Other revenue, Trade and other receivables, Suppliers and Other payables.

Events after the reporting period

There were no subsequent events that had the potential to significantly affect the ongoing structure and financial activities of the department.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Financial Performance

This section analyses the financial performance of the department.

1.1. Expenses

	2018	2017
	$'000	$'000
Note 1.1A: Employee Benefits		
Wages and salaries	**62,963**	60,446
Superannuation		
Defined contribution plans	**6,646**	5,687
Defined benefit plans	**6,624**	7,459
Leave and other entitlements	**7,844**	8,366
Separation and redundancies	**1,028**	1,037
Other	**1,292**	1,185
Total employee benefits	**86,397**	84,180

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	**8,195**	7,961
Catering labour hire	**5,202**	2,797
Information communication and technology	**12,690**	14,839
Property operating expenses	**13,035**	12,866
Office equipment and supplies	**1,644**	1,685
Employee related expenses	**2,794**	2,809
Cost of goods sold	**4,283**	2,170
Other	**203**	150
Total goods and services supplied or rendered	**48,046**	45,277
Goods supplied	**10,250**	8,348
Services rendered	**37,796**	36,929
Total goods and services supplied or rendered	**48,046**	45,277
Other suppliers		
Operating lease rentals	**770**	768
Workers compensation expenses	**992**	1,616
Total other suppliers	**1,762**	2,384
Total suppliers	**49,808**	47,661

Leasing commitments

The department in its capacity as lessee has leasing agreements for equipment, 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	**746**	839
Between 1 to 5 years	**11**	725
Total operating lease commitments	**757**	1,564

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

	2018	2017
OWN SOURCE REVENUE	**$'000**	$'000
Note 1.2A: Sale of Goods and Rendering of Services		
Parliament shop	**1,268**	1,173
Catering	**8,864**	5,269
Rendering of other services	**1,080**	1,303
Licence revenue	**2,014**	1,900
Public carpark	**408**	385
Total sale of goods and rendering of services	**13,634**	10,030

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 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: Other Revenue		
Project recovery	**280**	38
Resources received free of charge - audit fees	**199**	182
Other	**34**	43
Total other revenue	**513**	263

Accounting Policy

Resources Received Free of Charge:

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2. Income and Expenses Administered on Behalf of Government

This section analyses the financial performance of the activities that the department does not control but administers on behalf of the Government.

2.1. Administered – Expenses

Note 2.1A: Suppliers

Goods and services supplied or rendered

Contractors and professional services	**486**	3,977
Security project administration costs	**588**	892
Maintenance	**4,751**	3,086
Information communication and technology	**36**	-
Total goods and services supplied or rendered	**5,861**	7,955
Goods supplied	**22**	114
Services rendered	**5,839**	7,841
Total goods and services supplied or rendered	**5,861**	7,955

Note 2.1B: Write-Down and Impairment of Assets

Property, plant and equipment	**43**	17
Total write-down and impairment of assets	**43**	17

2.2. Administered – Income

Note 2.2A: Other Gains

Resources received free of charge

Gifted Artworks	**44**	5
Asset first recognised[1]	**-**	2,776
Total other gains	**44**	2,781

[1] During the comprehensive valuation of the Cultural and Heritage class of assets in the prior year, there were 144 items that met the criteria for recognition as an asset.

Accounting Policy

All administered revenues relate 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.

Resources Received Free of Charge:

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition.

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 section.

3.1. Financial Assets

	2018	2017
	$'000	$'000
Note 3.1A: Cash and Cash Equivalents		
Cash at bank	**1,075**	961
Cash on hand	**22**	20
Total cash and cash equivalents	**1,097**	981
Note 3.1B: Trade and Other Receivables		
Goods and services receivables		
Goods and services	**617**	1,175
Total goods and services receivables	**617**	1,175
Appropriations receivables		
Operating funding for existing programs	**18,473**	14,696
Departmental Capital Budget	**7,971**	4,023
Total appropriations receivables	**26,444**	18,719
Other receivables		
GST receivable from ATO	**669**	1,731
Other	**33**	30
Total other receivables	**702**	1,761
Total trade and other receivables (gross)	**27,763**	21,655

Credit terms for goods and services were within 30 days (2017: 30 days).

Accounting Policy
Trade and Other Receivables
Refer to accounting policy in Note 7.2 Financial Instruments.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.2. Non-Financial Assets

Note 3.2A: Reconciliation of the Opening and Closing Balances of Plant and Equipment and Intangibles

	Plant and Equipment			Intangibles		
	Information and communication technology $'000	Other plant and equipment $'000	Library collection $'000	Computer software $'000	Other intangibles $'000	Total $'000
As at 1 July 2017						
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 1 July 2017	50,283	10,303	6,392	27,134	7,679	101,791
Additions						
By purchase	6,370	968	1,622	2,451	1,480	12,891
Internally developed	-	-	-	1,259	-	1,259
Transfer from other agencies[1]	-	-	-	2,744	-	2,744
Revaluations recognised in other comprehensive income	-	-	688	-	-	688
Depreciation and amortisation	(14,292)	(2,771)	(528)	(4,253)	(473)	(22,317)
Reclassification	-	-	(422)	-	422	-
Write-offs	-	-	-	(437)	-	(437)
Disposals	(34)	(73)	-	-	-	(107)
Total as at 30 June 2018	42,327	8,427	7,752	28,898	9,108	96,512
Total as at 30 June 2018 represented by						
Gross book value	56,595	16,284	7,752	67,331	11,681	159,643
Accumulated depreciation and amortisation	(14,268)	(7,857)	-	(38,433)	(2,573)	(63,131)
Total as at 30 June 2018	42,327	8,427	7,752	28,898	9,108	96,512

[1] ICT assets were transferred from the Department of the House of Representatives ($1.16m), Department of the Senate ($0.72m) and the Parliamentary Budget Office ($0.86m).

No material indicators of impairment were found for plant and equipment or intangibles. A number of items of plant and equipment and intangibles are expected to be sold or disposed of as part of the ordinary course of business. All revaluations are conducted in accordance with the revaluation policy stated below.

An independent valuation was performed for the Library collection asset class as at 30 June 2018 by Jones Lang LaSalle Advisory Services Pty Ltd and a revaluation increment of $0.69m was adjusted in the asset revaluation reserve (2016-17: $0.02m for Information and Communication Technology).

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Contractual commitments for the acquisition of plant and equipment and intangible assets

The nature of capital commitments is for the acquisition of plant and equipment and intangible assets.

	2018	2017
	$'000	$'000
Commitments are payable as follows:		
Within 1 year	**5,079**	4,329
Between 1 to 5 years	**2,035**	3,537
More than 5 years	**26**	-
Total commitments	**7,140**	7,866

Plant and equipment and intangible asset commitments payable are GST inclusive amounts.

Accounting Policy

Unless otherwise stated, administered items are accounted for on the same basis and using the same policies as departmental.

Asset recognition

Assets are recognised initially at cost in the statement of financial position except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken.

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.

Purchases costing less than $2,000 (excluding GST) 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 department's intangibles comprise software and other intangibles (digitised Hansard records and digitised audio visual records). These assets are initially recognised at cost and subsequently carried at cost less accumulated amortisation and accumulated impairment losses.

Revaluations – property, plant and equipment and heritage and cultural

Following initial recognition at cost, plant and equipment, land, buildings and heritage and cultural assets 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 value as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets. Comprehensive valuations are carried out at least once every three years with the exception of heritage and cultural and other plant and equipment which are once every four years.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. 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 building, 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 estimated useful lives.

Land and heritage and cultural assets have indefinite useful lives and as such are not depreciated.

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.

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:		
	2018	**2017**
Departmental		
Information and communication technology	1 – 40 years	1 – 40 years
Other plant and equipment	5 – 30 years	5 – 30 years
Library collection	3 – 30 years	3 – 30 years
Computer software	2 – 14 years	2 – 14 years
Other intangibles	100 years	100 years
Administered		
Land	indefinite	indefinite
Buildings	5 – 200 years	5 – 200 years
Heritage & Cultural	indefinite	indefinite
Other plant and equipment	2 – 47 years	2 – 47 years
Computer software	2 – 14 years	2 – 14 years
Other intangibles	100 years	100 years

Impairment

All assets were assessed for impairment as at 30 June 2018.

Derecognition

An item of any asset class is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Gains or losses from disposal of assets are recognised when control of the asset has been passed to the buyer.

Judgements and Estimates

Refer to Note 7.4 Fair Value Measurement (departmental) and Note 7.5 Fair Value Measurement (administered) for the department's judgements and estimates in valuations and inputs of fair value measurement for all asset classes carried at fair value.

Accounting Policy

Heritage and cultural assets

The department has a number of stand-alone collections, 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 have an indefinite useful life which is maintained through the department's adoption of appropriate curatorial and preservation policies in respect of the PHAC, which are available via the following link:

http://www.aph.gov.au/About_Parliament/Parliamentary_departments/department_of_Parliamentary_Services/policies.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2018	2017
	$'000	$'000
Note 3.2B: Inventories		
Inventories held for sale		
Parliament shop	**279**	271
Catering	**138**	249
Total inventories held for sale	**417**	520
Total inventories	**417**	520

During 2018, $4.28m of inventory held for sale was recognised as cost of goods sold (2017: $2.17m), refer to Note 1.1B Suppliers.

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.

3.3. Payables

Note 3.3A: Other Payables		
Wages and salaries	**531**	458
Superannuation	**107**	95
Revenue received in advance	**71**	74
Deposits received/held	**320**	268
Other	**168**	174
Total other payables	**1,197**	1,069

4. Assets and Liabilities Administered on Behalf of Government

This section analyses assets used to conduct operations and the liabilities incurred for activities that the department administers on behalf of Government.

4.1. Administered – Non-Financial Assets

Note 4.1A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

	Property, Plant and Equipment				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 2017							
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)
Net book value 1 July 2017	80,000	2,134,311	112,104	8,821	686	263	2,336,185
Additions							
By purchase	-	46,518	1,113	39,121	1,734	363	88,849
Gifted assets	-	-	44	-	-	-	44
Revaluations recognised in other comprehensive income	-	84,560	-	-	-	-	84,560
Depreciation and amortisation	-	(35,910)	-	(1,152)	-	-	(37,062)
Transfer from other agencies[1]	-	-	-	616	-	-	616
Disposals	-	-	-	(43)	-	-	(43)
Total as at 30 June 2018	80,000	2,229,479	113,261	47,363	2,420	626	2,473,149
Total as at 30 June 2018 represented by							
Gross book value	80,000	2,229,479	113,261	50,466	2,420	626	2,476,252
Accumulated depreciation and amortisation	-	-	-	(3,103)	-	-	(3,103)
Total as at 30 June 2018	80,000	2,229,479	113,261	47,363	2,420	626	2,473,149

[1] Furniture assets were transferred from the Department of the Senate ($0.62m).

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 as part of ordinary course of business.

All revaluations were conducted in accordance with the revaluation policy stated below. Independent valuations were performed as at 30 June 2018 by Jones Lang LaSalle Advisory Services Pty Ltd. For 2017-18 financial year, a revaluation increment of $84.56m for Buildings was adjusted in the assets revaluation reserve (2016-17: $82.05m for Buildings and $22.74m for Heritage and Cultural).

Notes to and forming part of the financial statements

Contractual commitments for the acquisition of property, plant and equipment and intangibles

The nature of capital commitments is for the acquisition of property, plant and equipment and intangibles assets.

	2018	2017
	$'000	$'000
Commitments are payable as follows:		
Within 1 year	**19,580**	37,084
Between 1 to 5 years	**11,775**	4,598
More than 5 years	**1,104**	-
Total commitments	**32,459**	41,682

Property, plant and equipment and intangible asset commitments payable are GST inclusive amounts.

Notes to and forming part of the financial statements

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5. Funding
This section identifies the department's funding structure.
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5.1. Appropriations

	2018	2017
	$'000	$'000
Note 5.1A: Annual Appropriations ('Recoverable GST exclusive')		
Departmental appropriation		
Ordinary annual services	**122,978**	118,568
Capital Budget [1]	**17,648**	22,516
Section 74 Receipts [2]	**16,870**	10,283
Total appropriation available	**157,496**	151,367
Appropriation applied	**(148,833)**	(153,775)
Variance [3]	**8,663**	(2,408)

[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] The variance is due to lower capital expenditure as a result of delays in key projects and movements in working capital (prepayments and trade receivables).

Note 5.1B: Unspent Annual Appropriations ('Recoverable GST exclusive')

	2018	2017
Departmental	$'000	$'000
Opening unspent appropriation balance	**19,700**	22,108
Annual appropriation	**157,496**	151,367
Lapsed appropriation[1]	**(822)**	-
Available appropriation	**176,374**	173,475
Appropriation applied	**(148,833)**	(153,775)
Closing unspent appropriation	**27,541**	**19,700**
Balance comprises of:		
Ordinary annual services	**19,570**	15,677
Capital Budget	**7,971**	4,023
Closing unspent appropriation	**27,541**	**19,700**
Represented by:		
Appropriation (Parliamentary Departments) Act (No. 1) 2017-18	**26,444**	-
Appropriation (Parliamentary Departments) Act (No. 1) 2016-17	**-**	17,897
Appropriation (Parliamentary Departments) Act (No. 1) 2014-15	**-**	822
Cash on hand/at bank	**1,097**	981
Total departmental	**27,541**	19,700

[1] Undrawn amount was ceased under section 14 of *Appropriation (Parliamentary Departments) Act (No. 1) 2014-15*.

Accounting Policy

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Notes to and forming part of the financial statements

Note 5.1C: Annual Appropriations ('Recoverable GST exclusive')

	2018	2017
	$'000	$'000
Administered appropriation		
Ordinary annual services	**5,346**	6,993
Assets and liabilities	**123,901**	40,096
Total appropriation available[1]	**129,247**	47,089
Appropriation applied	**(94,843)**	(46,257)
Variance [2]	**34,404**	832

[1] Administered assets and liabilities 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 variance is primarily due to delays in Security Works.

Note 5.1D: Unspent Annual Appropriations ('Recoverable GST exclusive')

	2018	2017
	$'000	$'000
Administered		
Opening unspent appropriation balance	**142,910**	142,078
Annual appropriation	**129,247**	47,089
Lapsed appropriation [1]	**(95,540)**	-
Available appropriation	**176,617**	189,167
Appropriation applied	**(94,843)**	(46,257)
Closing unspent appropriation	**81,774**	142,910
Balance comprises of:		
Ordinary annual services	**3,241**	4,489
Assets and liabilities	**78,533**	138,421
Closing unspent appropriation	**81,774**	**142,910**
Represented by:		
Appropriation (Parliamentary Departments) Act (No. 1) 2017-18	**81,774**	-
Appropriation (Parliamentary Departments) Act (No. 1) 2016-17	**-**	44,535
Appropriation (Parliamentary Departments) Act (No. 1) 2015-16	**-**	2,835
Appropriation (Parliamentary Departments) Act (No. 2) 2014-15	**-**	95,540
Total administered	**81,774**	142,910

[1] Undrawn amount was ceased under section 14 of *Appropriation (Parliamentary Departments) Act (No. 1) 2014-15*. Funding has been reappropriated as part of the budget process.

Notes to and forming part of the financial statements

Note 5.1E: Disclosure by agent in relation to Annual and Special Appropriations ('Recoverable GST exclusive')

		Appropriations applied	
		2018	2017
Department of Finance	**Relationship**	**$'000**	$'000
Total receipts	Provision of electorate office	**17,666**	19,914
Total payments	Information Technology services	**(17,666)**	(19,914)
Total receipts	Provision of Auspic services	**250**	250
Total payments		**(250)**	(250)
Total receipts	Information Technology services for	**72**	78
Total payments	former Prime Ministers	**(72)**	(78)

5.2. Net Cash Appropriation Arrangements

	2018	2017
	$'000	$'000
Deficit attributable to the Australian Government	**(21,938)**	(20,332)
Unfunded expenses - depreciation and amortisation[1]	**22,317**	17,239
Net surplus / (deficit) attributable to the Australian Government	**379**	(3,093)

[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. Employees

Note 6.1A: Employee Benefits

Employee benefits have been reported under the Financial Performance section – Note 1.1A.

	2018 $'000	2017 $'000
Note 6.1B: Employee Provisions		
Annual leave	**8,467**	7,871
Long service leave	**15,537**	15,760
Total employee provisions	**24,004**	23,631

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 2018. 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 department 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:

	2018 $'000	2017 $'000
Short-term employee benefits		
Salary	**1,595**	1,464
Other	**19**	44
Total short-term employee benefits	**1,614**	1,508
Post-employment benefits		
Superannuation	**262**	229
Total post-employment benefits	**262**	229
Other long-term employee benefits		
Annual leave	**114**	117
Long-service leave	**42**	38
Total other long-term employee benefits	**156**	155
Total key management personnel remuneration expenses[1]	**2,032**	1,892

The total number of KMP included in the above table is 8 individuals (2017: 7 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 as well as other Australian Government entities.

Transactions with related parties:

The department undertakes a number of functions on behalf of the Australian Parliament, as detailed in the financial statements. In performing these functions, the department transacts with all other Australian Government controlled entities for normal day-to-day business operations provided under normal terms and conditions. These transactions are considered significant individually to warrant separate disclosure as related party transactions (2016-17: Nil).

Notes to and forming part of the financial statements

6.4. Senior Executive Remuneration

Note 6.4A: Average Annual Reportable Remuneration Paid to Substantive Senior Executives during the Reporting Period

Average annual reportable remuneration[1]	2017-18			
	Substantive senior executives No.	Average Reportable salary[2] $	Average contributed superannuation[3] $	Average total reportable remuneration $
Total reportable remuneration (including part-time arrangements)				
$200,000 and less	4	107,643	19,306	126,948
$200,001 to $225,000	3	183,174	30,144	213,319
$225,001 to $250,000	5	206,768	37,634	244,402
$250,001 to $275,000	3	216,306	36,576	252,882
$300,001 to $325,000	2	268,365	48,502	316,867
$350,001 to $375,000	1	339,958	32,500	372,458
Total number of substantive senior executives	**18**			

Average annual reportable remuneration[1]	2016-17			
	Substantive senior Executives No.	Average reportable salary[2] $	Average contributed superannuation[3] $	Average total reportable remuneration $
Total remuneration (including part-time arrangements):				
$200,000 and less	7	77,528	13,678	91,206
$200,001 to $225,000	2	179,359	33,684	213,043
$225,001 to $250,000	4	199,849	36,156	236,005
$250,001 to $275,000	1	223,255	31,285	254,540
$275,001 to $300,000	1	249,005	42,874	291,879
$300,001 to $325,000	1	255,867	45,919	301,786
$375,001 to $400,000	1	355,692	31,798	387,490
Total number of substantive senior executives	**17**			

[1] As reported in an individual's payment summary.

[2] The 'Average reportable salary' column is prepared on a cash basis using reportable salary defined as the sum of gross payments (excluding bonuses), reportable fringe benefits (net amount); and reportable employer superannuation contributions.

[3] The 'Average contributed superannuation' column is prepared on a cash basis using contributed superannuation.

Note 6.4B: Remuneration Paid to Highly Paid Staff During the Reporting Period

There were no other highly paid employees during the reporting and comparative periods.

Notes to and forming part of the financial statements

7. Managing Uncertainties
This section analyses how the department manages financial risks within its operating environment.
7.1. Contingent Assets and Liabilities

The department does not have any significant quantifiable contingent assets or liabilities, nor does it have any significant unquantifiable contingent assets or liabilities.

Unquantifiable or remote contingent liabilities/assets

In the normal course of business, the department has a number of items that are either unquantifiable or are not considered probable. At the date of this report, the department does not consider the outcome of any such matters likely to have a significant effect on its operations or financial position.

Accounting Policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

7.2. Financial Instruments

	2018 $'000	2017 $'000
Note 7.2A: Categories of Financial Instruments		
Financial Assets		
Loans and receivables		
Cash and cash equivalents	1,097	981
Trade and other receivables	617	1,175
Total loans and receivables	1,714	2,156
Total financial assets	1,714	2,156
Financial Liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and accruals	4,250	4,427
Total financial liabilities measured at amortised cost	4,250	4,427
Total financial liabilities	4,250	4,427

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.

Credit terms for goods and services were within 30 days (2017: 30 days).

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>Trade Creditors and Accruals</u>

Settlement was usually made within 30 days.

Trade creditors and accruals 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

	2018 $'000	2017 $'000
Note 7.3A: Categories of Financial Instruments		
Financial Liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and accruals	551	724
Total financial liabilities measured at amortised cost	551	724
Total financial liabilities	551	724

Notes to and forming part of the financial statements

7.4. Fair Value Measurement

Judgements and Estimates

An annual assessment is undertaken each year to determine whether the carrying amount of the assets is materially different from the fair value, with comprehensive valuations carried out at least once every three to four years depending on asset class. In 2017-18, DPS engaged the services of the Jones Lang LaSalle Advisory Services Pty Ltd (JLL) to conduct a comprehensive valuation of the Library collection asset class and materially review of all other non-financial asset classes.

The methods utilised to determine and substantiate the unobservable inputs are derived and evaluated as follows:

Information and communications technology and plant 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 Current 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. A full comprehensive valuation was undertaken as at 30 June 2017 for ICT and 30 June 2015 for plant and equipment. A materiality review was conducted as at 30 June 2018, with no adjustments necessary.

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. Professional judgement has been used to account for these differing characteristics. A full comprehensive valuation was undertaken as at 30 June 2018.

Note 7.4A: Fair Value Measurements

Fair value measurements at the end of the reporting period		
	2018	2017
Non-financial assets	**$'000**	$'000
Information and communication technology	**42,327**	50,283
Plant and equipment	**8,427**	10,303
Library collection	**7,752**	6,392
Total non-financial assets	**58,506**	66,978

Notes to and forming part of the financial statements

7.5. Administered – Fair Value Measurement

Judgements and Estimates

An annual assessment is undertaken each year to determine whether the carrying amount of the assets is materially different from the fair value, with comprehensive valuations carried out at least once every three to four years depending on asset class. In 2017-18, DPS engaged the services of the Jones Lang LaSalle Advisory Services Pty Ltd (JLL) to conduct a desktop valuation of the Land and Building asset classes and a materiality review of all other non-financial asset classes as at 30 June 2018.

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 Australian Parliament House (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 and adjusted by the valuer using professional judgement to take account of the differing characteristics. A full comprehensive valuation was undertaken as at 30 June 2016. A desktop review was conducted as at 30 June 2018, with no adjustments necessary.

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 Current Replacement Cost (CRC) approach. Under the CRC 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 current replacement cost of the Australian Parliament House building has been determined by a Quantity Surveyor. A full comprehensive valuation was undertaken as at 30 June 2016. A desktop review was conducted as at 30 June 2018, with a revaluation adjustment recognised.

Building & 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 CRC approach. Under the CRC 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. A full comprehensive valuation was undertaken as at 30 June 2016 for buildings and 30 June 2015 for plant and equipment. A desktop review of buildings was conducted as at 30 June 2018, with a revaluation adjustment recognised. A materiality review of plant and equipment was conducted as at 30 June 2018, with no adjustments necessary.

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 using professional judgement to take account of the differing characteristics. A full comprehensive valuation was undertaken as at 30 June 2015. A materiality review was conducted as at 30 June 2018, with no adjustments necessary.

Heritage and cultural – adjusted market transactions. The fair value of the heritage and cultural asset class has been determined using the market approach. Due to the unique and historic nature of some of the assets in the class, observable market transactions are scarce. Professional judgement was used in determining the fair value. The valuation of the 1297 Inspeximus copy of the Magna Carta was undertaken by a specialist valuer who applied significant professional judgement due to the historic nature of the asset. A full comprehensive valuation was undertaken as at 30 June 2017. A materiality review was conducted as at 30 June 2018, with no adjustments necessary.

Note 7.5A: Fair Value Measurements

Fair value measurements at the end of the reporting period		
	2018	2017
Non-financial Assets	**$'000**	$'000
Land	**80,000**	80,000
Buildings	**2,229,479**	2,134,311
Other plant and equipment	**47,363**	8,821
Heritage and cultural	**113,261**	112,104
Total non-financial assets	**2,470,103**	2,335,236

Notes to and forming part of the financial statements

8. Other Information

8.1. Assets Held in Trust

	2018 $'000	2017 $'000
Heritage and cultural asset		
Total value at the beginning of the reporting period	**5,500**	4,600
Changes in fair value	**-**	900
Total value at the end of the reporting period	**5,500**	5,500

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 loan from the British Royal Collection.
An independent valuation for the above asset was last conducted as at 30 June 2017.

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, six months prior to the publication of the 2017-18 Budget. Estimating activity levels of this new function involved considerable assumptions, and in preparing the budget a conservative approach was taken. Actual revenue and actual expenditure were higher than anticipated.	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 Flows – Operating activities: • Cash received - sale of goods and rendering of services • Cash used – suppliers
Non-Financial Assets The budget for non-financial assets is set with reference to 2015-16 financial results. Other factors contributing to the variances are the following: *Capital Program of Works* The purchase of assets was under budget by $3.50m due to project delays and complexities across a number of material projects. Also, lengthy tender evaluation periods for some larger projects lowered actual expenditure in the 2017-18 financial year. *Acquisition of Assets* Non-financial assets were transferred from the Department of the House of Representatives ($1.16m), the Department of the Senate ($0.72m) and the Parliamentary Budget Office ($0.86m).	Statement of Comprehensive Income: • Depreciation and amortisation Statement of Financial Position: • Financial assets – trade and other receivables • Non-financial assets – information and communication technology • Non-financial assets – other plant and equipment • Non-financial assets – Library collection • Non-financial assets – computer software • Non-financial assets – other intangibles • Equity – contributed equity Statement of Cash Flows – Investing activities: • Cash used – purchase of intangibles Statement of Cash Flows – Financing activities: Cash received - Departmental capital budget
Cashflow Recognition DPS disclosed gross receipts and payments of Section 74 receipts in the financial statements' Statement of Cash Flows, whilst net amounts are disclosed in the budget. This has generated variances of the following: • Appropriations $12.27m, and • Section 74 receipts transferred to the OPA $16.87m.	Statement of Cash Flows: • Appropriations • Section 74 receipts transferred to the OPA

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 2015-16 financial results. Other factors contributing to the variances are the following: _Valuations:_ Actual results include impact of asset revaluations conducted at year end for both 2016-17 and 2017-18, which are difficult to predict for budget purposes. • Buildings were revalued in 2017-18, increasing their value by $84.56m • 2016-17 revaluation – increase in the value of buildings by $82.05m, and • 2016-17 revaluation – increase in the value of heritage and cultural assets by $22.74m. _Capital Program of Works:_ Asset purchases in 2017-18 were $37.44m underspent against budget due to delays in the Australian Parliament House Security Upgrade project for which a movement of funds request will be made.	Schedule of Comprehensive Income: • Other comprehensive income – changes in asset revaluation surplus Schedule of Assets and Liabilities: • Buildings • Heritage and cultural • Other plant and equipment Cash Flow Statement – Investing activities: • Cash used – purchase of property, plant and equipment Cash Flow Statement – Financing activities: • Cash from the Official Public Account

APPENDICES

8

APPENDIX A: WORKFORCE STATISTICS

Staff profile by headcount

TABLE 38: Ongoing, non-ongoing, sessional and casual employees at 30 June 2018

	Ongoing						Non-ongoing						Total	
	Full-time		Part-time		Sessional		Full-time		Part-time		Sessional		Casual	
Actual Headcount														
Classification	M	F	M	F	M	F	M	F	M	F	M	F	M	F
PSL1	7	1								1			2	9	20
PSL1-2*	91	20			15								18	1	145
PSL1-2-3*	7	1													8
PSL2	17	10	4	3	1	2	6	8		2			12	10	75
PSL2-3*	20						2								22
PSL3	23	15				2	3	5		1			6	5	60
PSL3 (Graduate)		1													1
PSL4	61	32	2	11		1	5	10		5			6	3	136
PSL4-5*	14	6		2			2								24
PSL5	42	24				7	6	3	1	1					84
PSL5-6*	7	9				6	6	16		1				3	48
PSL6	77	47				11	4	6	1	2	1		1		150
PEL1	68	55	10	11			8	4					4	1	161
PEL2	23	20				2	1		1						47
SES1	8	3													11
SES2	2	2#													4
Parliamentary Librarian										1					1
Secretary							1								1
Total	**467**	**246**	**16**	**55**	**22**	**19**	**38**	**38**	**3**	**12**	**0**	**1**	**49**	**32**	**998**

Notes:

Staffing figures extracted from DPS Payroll 10 July 2018

* denotes a broadband classification

one SES2 officer was on leave at 30 June 2018

TABLE 39: Ongoing, non-ongoing, sessional and casual employees at 30 June 2017

	Ongoing						Non-ongoing						Total
Actual Headcount	**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
Parliamentary Librarian							1						1
Secretary							1	1					2#
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.

Remuneration

TABLE 40: Actual salary ranges (excluding casual rates) at 30 June 2018

Classification	Step	Salary range*
PSL 1		
	Min	$44,913
	Max	$56,956
PSL 2		
	Min	$58,096
	Max	$62,369
PSL 3		
	Min	$63,757
	Max	$66,626
PSL 4		
	Min	$67,957
	Max	$73,844
PSL 5		
	Min	$75,320
	Max	$80,806
PSL 6		
	Min	$82,421
	Max	$92,635
PEL 1		
	Min	$100,300
	Max	$114,518
PEL 2		
	Min	$116,807
	Max	$138,504

* These figures reflect minimum and maximum salary points only and exclude superannuation and other benefits.

TABLE 41: SES base salary table at 30 June 2018

Classification	Step	
SES Band 1 & 2	Min	$183,680
	Max	$268,968

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*, and
- *National Environment Protection Measures (Implementation) Act 1998*.

Ecologically Sustainable Development (ESD)

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'.[52]

DPS reports annually on ESD throughout this report.

Identification, management and monitoring of environmental impacts

DPS aims to ensure that the vital functions of Parliament House 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 Parliament House—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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52 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 and World Environment Day.

Environmental performance

Water consumption

FIGURE 16: Annual water consumption 2007–08 to 2017–18
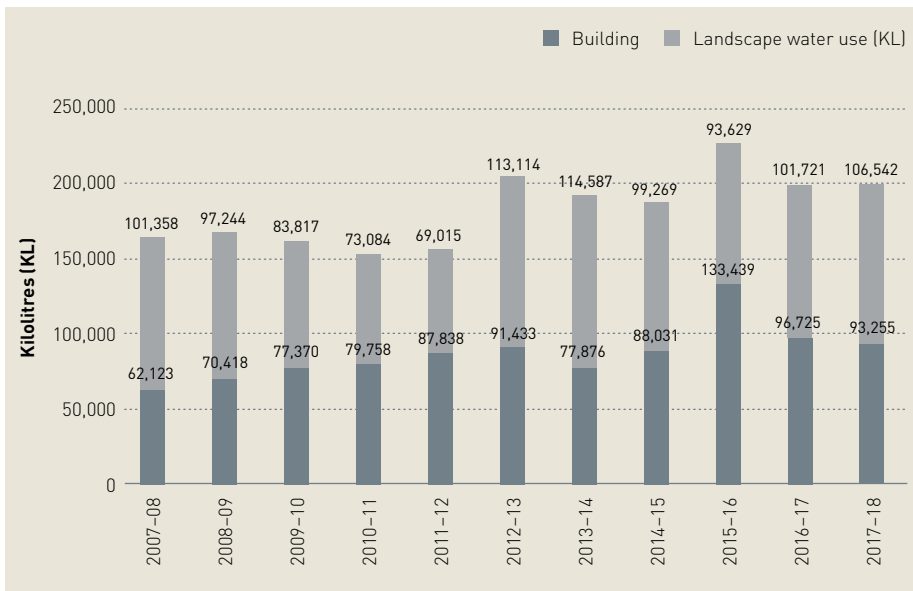
Total water consumption for 2017–18 was 199,797KL, representing an increase of one per cent on the 198,446KL consumed the previous year. Landscape water consumption[53] increased from 101,721KL in 2016–17 to 106,542KL in 2017–18, representing an increase of five per cent. Building water consumption in 2017–18 was 93,255KL, a decrease of four per cent on the 96,725KL consumed the previous year. Annual water consumption for Parliament House is shown in Figure 16. Figure 17 shows a breakdown of water use during 2017–18.

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53 Landscape water consumption includes irrigation, water features and ponds, gardens taps, and outside toilets.
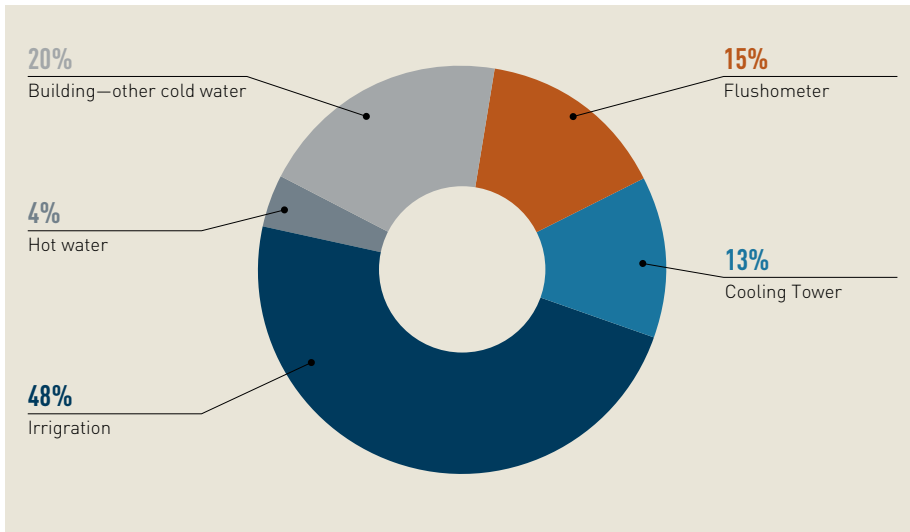
Water saving initiatives

Kitchens upgrade project

From 2019, the Parliament House kitchens will be progressively updated to incorporate more energy and water efficient equipment—new large commercial dishwashers will use 40 per cent less water and 55 per cent less energy. Preparation of procurement documentation for design and construction is currently under way.

Energy consumption

In 2017–18, total energy consumed at Parliament House, DPS tenancies, and by DPS vehicles was 141,330 GJ, representing a decrease of 3.1 per cent from the previous year. Parliament House electricity consumption decreased by 3.5 per cent, natural gas consumption decreased by two per cent, diesel fuel energy (non-transport) decreased by 19 per cent, and energy for DPS vehicles (passenger and other transport) decreased by 20 per cent compared with 2016–17.

Table 42 shows energy consumption by Parliament House, DPS tenancies and vehicles.

Parliament House building energy use comprises:

* natural gas for heating, general hot water and in kitchens
* electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment, and
* 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)		
	2015–16	2016–17	2017–18
Parliament House building[54]	136,916	144,385[55]	140,380
Minter Ellison building[56]	–	614	603
Transport–passenger vehicles	73	69	51
Other transport[57]	325	363	296
Total energy consumption	**137,314**	**145,431**[58]	**141,330**

FIGURE 18: Parliament House annual electricity and gas consumption from 2008–09 to 2017–18
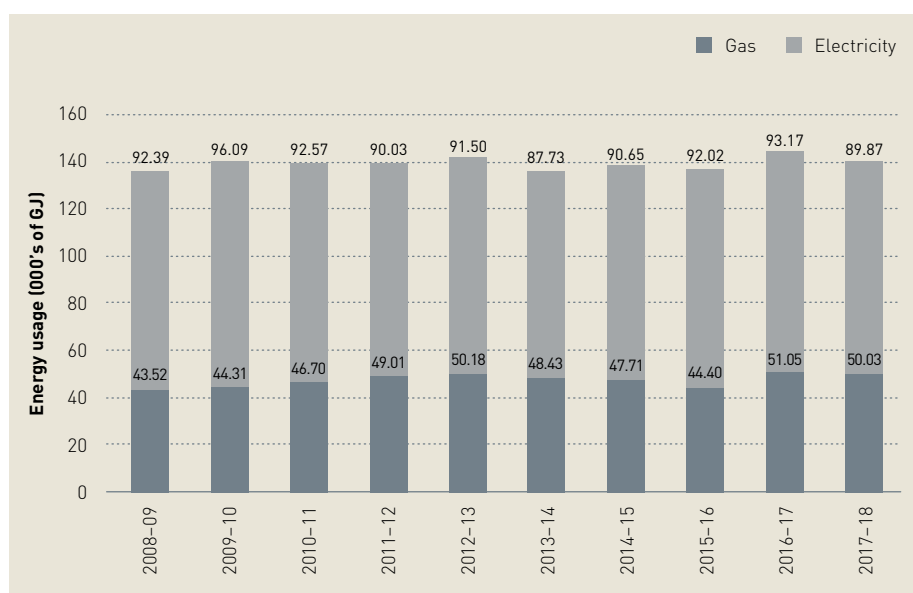
Figure 18 shows total Parliament House electricity and gas usage has remained stable over the past 10 years. In 2017–18, Parliament House's combined electricity and gas consumption was 139,900 GJ which was consistent with the average consumption of 139,135 GJ observed over the past decade—electricity consumption was two per cent lower than average and gas consumption was five per cent higher than average.

54 Includes electricity, natural gas and diesel (non-transport).

55 'Parliament House building' energy in 2016–17 was 144,807 GJ, not 144,385 GJ. The difference is due to a correction in electricity data provided by the energy retailer ActewAGL.

56 Energy use (electricity only) related to DPS tenancy at Minter Ellison building.

57 Includes LPG, diesel and petrol used for maintenance and loading dock vehicles.

58 'Total energy consumption' in 2016–17 was 145,853 GJ, not 145,431 GJ. The difference is due to a correction in electricity data provided by the energy retailer ActewAGL.

Over the coming years DPS will undertake a number of building improvement projects that will result in lower electricity and gas usage, including replacement of the building's heating equipment, which accounts for the majority of gas usage.

Transport energy use

In 2017–18, there was a 20 per cent reduction in energy use associated with all DPS transport vehicles, compared with 2016–17. The energy reduction is mainly associated with a reduced requirement to transport landscape waste offsite—instead making more frequent use of a local skip service. Other transport energy consists of fuel used in onsite maintenance and loading dock vehicles, many of which operate on electric power to reduce emissions.

Energy saving initiatives

In 2017–18, DPS completed the upgrade of two large central chillers and associated control systems, which concluded an extensive chiller upgrade program of all five central chillers, commencing in 2010. The new chillers are more energy efficient and use more environmentally friendly refrigerants.

In 2017–18, DPS progressed with the upgrade of six large boilers used to heat the building—all boiler installation work is expected to be completed in 2018. The new heating equipment will provide significant energy savings from better equipment and operating efficiency.

Further projects and energy saving initiatives progressed in 2017–18 include:

- upgrade of lifts—this project is upgrading all 42 lifts in the building to more energy efficient types, which use 30 per cent less energy. Four lifts were upgraded in 2017–18. Of the remaining 38 lifts, the next 10 are scheduled for completion in 2018–19; then a further 14 in 2019–20; and the final 14 lifts will be completed in 2020–21, and

- fine-tuning of the Building Management System (BMS)—in 2017–18, DPS completed a broad fine-tuning program of the BMS controls used to automate the building's heating and cooling equipment. BMS control settings have been adjusted and optimised by BMS technical staff to improve energy efficiency while maintaining building comfort conditions.

Recycling and waste management

Parliament House waste is generated from a diverse range of activities inside and outside 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 recycles paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape material, metal, organic food waste and co-mingled waste.

In 2017–18, the amount of general waste (excluding construction waste) sent to landfill was 404 tonnes. This is an increase of 11 per cent compared with the 364 tonnes sent in 2016–17. The increase is predominantly due to furniture replacement projects in both the Senate and House of Representatives, requiring disposal of old furniture that could not be resold through auction. A thorough clean-out of all plant rooms in the building also contributed to the increase in landfill waste.

In 2017–18, a total of 165 tonnes of paper was recycled—a decrease of 20 per cent compared with the 206 tonnes in 2016–17. In 2018, the printer settings on all DPS fleet printers were reset to double-sided printing and greyscale on all print jobs, to reduce paper consumption and printing costs. The amount of paper and cardboard recycled varies annually, depending on parliamentary business and other building activity.

Figure 19 shows annual waste disposed to landfill and paper recycled.

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 19: Parliament House annual waste disposed to landfill and paper recycled
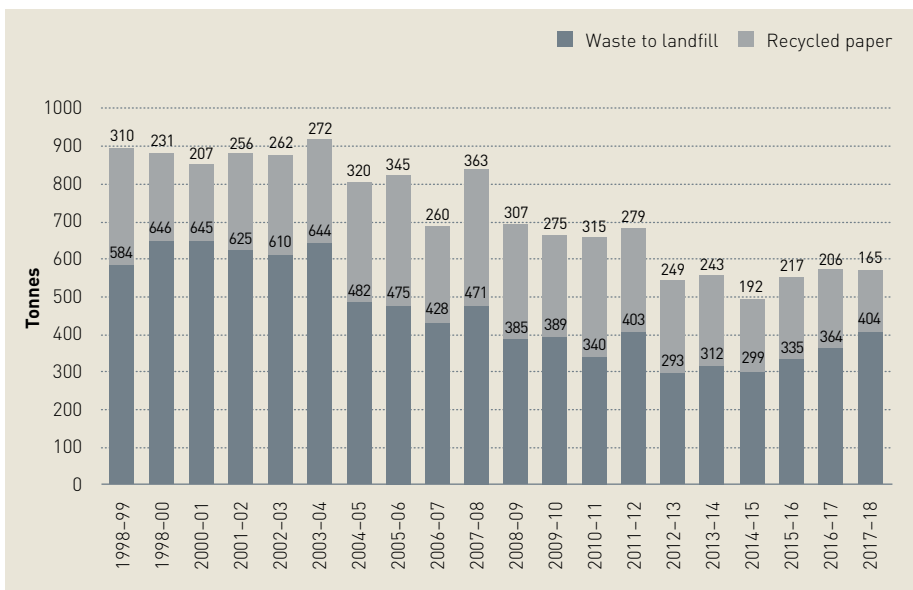
The preferred method for disposing of green landscape waste at Parliament House is to chip the material on-site and re-use it in the gardens. When waste generated in the landscape cannot be chipped on-site the material is taken off-site to be recycled or sent to landfill. During 2017–18, 107 tonnes of landscape waste was sent for recycling and no material was sent to landfill. Figure 20 shows annual trends in landscape waste and recycling rates.

FIGURE 20: Annual quantity of landscape waste (tonnes)
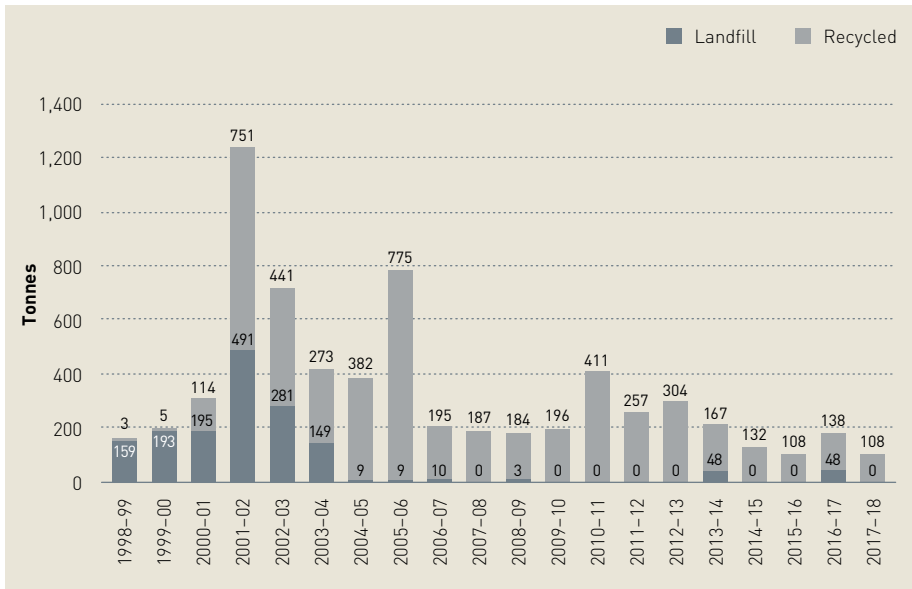
Co–mingled and organic waste recycling

Co-mingled waste includes metal cans, glass bottles, milk cartons and plastic, collected in a common bin. During 2017–18, a total of 38 tonnes of co-mingled waste was collected and recycled, a six per cent decrease compared to the amount collected and recycled in 2016–17.

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 2017–18, a total of 77 tonnes of organic waste was diverted from landfill and converted into garden compost material at the local worm farm—a 20 per cent increase compared to the amount collected the previous year. The increase is mostly due to additional excess food waste collected from functions, events and catering operations at Parliament House. Figure 21 illustrates annual co-mingled and organic recycling rates.

FIGURE 21: Parliament House annual co-mingled and organic waste recycled (tonnes)
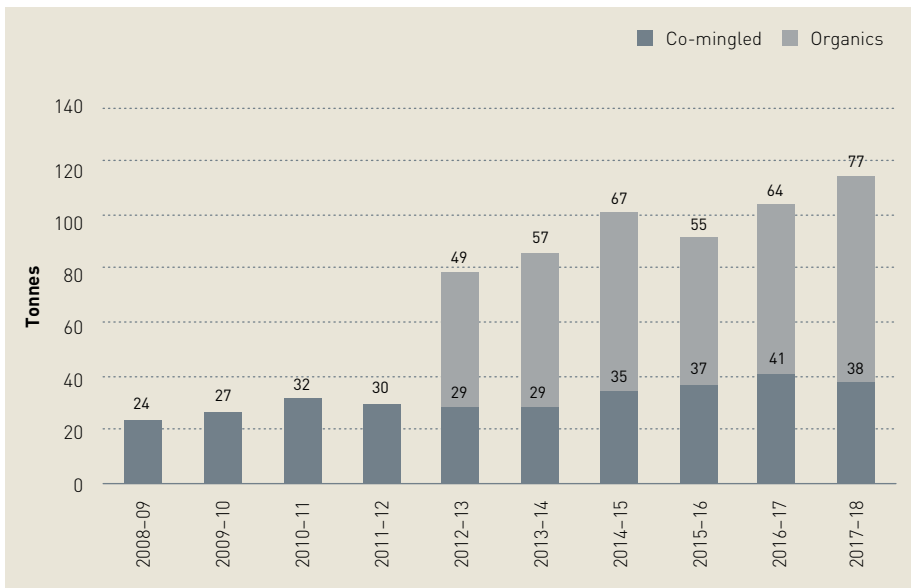
Emissions and effluents

Greenhouse gas emissions

During 2017–18, a total of 27,097 tonnes of carbon dioxide equivalent (CO_2e) was generated from Parliament House operations and DPS tenancies,[59] representing a four per cent decrease from 2016–17. In 2017–18, DPS reduced CO_2 emissions by 57 tonnes from renewable electricity generated by roof-top solar panels at Parliament House. Table 43 shows the breakdown of emissions within various categories.

TABLE 43: Annual greenhouse gas emissions (direct and indirect, including passenger and operational vehicle fleets)

Emission category	Comment	2015–16 (tonnes CO_2e)	2016–17 (tonnes CO_2e)	2017–18 (tonnes CO_2e)
Scope 1	Emissions at the source of the activity (for example, emitted from gas and fuels used at Parliament House and by vehicles)	2,350	2,702	2,635
Scope 2	Emissions generated elsewhere (for example, by the power plants that produce the electricity used at Parliament House and DPS tenancies)	19,283	21,736	20,810
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, over which DPS has little control	3,326	3,762	3,652
Scopes 1 and 2 total	DPS has direct responsibility for these emissions	21,633	24,438	23,445
Total net emissions (Scopes 1, 2 and 3)	**Direct and indirect emissions including offsets**	**24,959**	**28,200**[60]	**27,097**

59 Electricity use from DPS tenancy at Minter Ellison building.

60 Total Emissions in 2016–17 was 28,313 tonnes CO_2e, not 28,200 tonnes CO_2e. The difference is due to a correction in electricity data provided by the energy retailer ActewAGL.

FIGURE 22: Parliament House greenhouse gas emissions from electricity and gas usage, and carbon savings from renewable sources
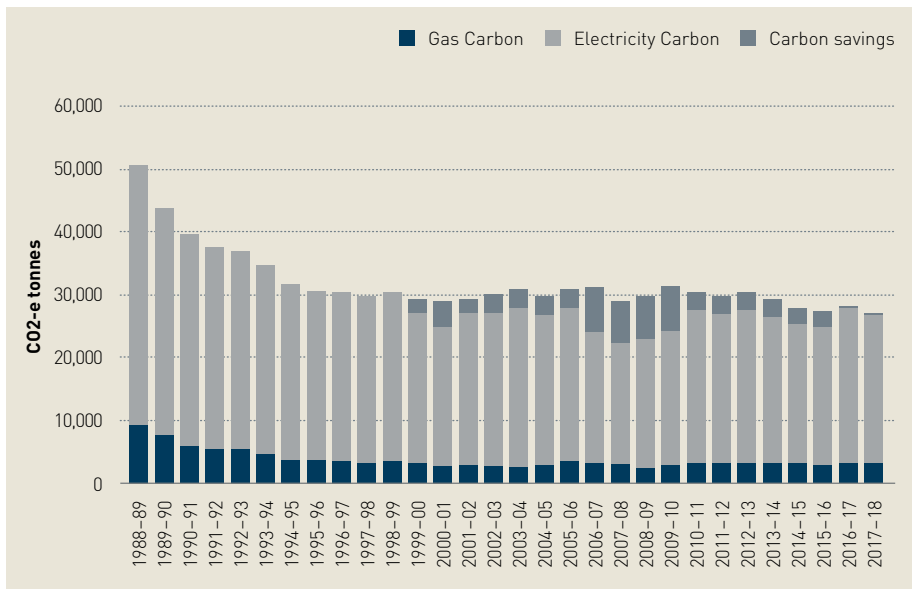
Carbon savings include accredited green power purchased under the whole-of-government (WoG) electricity contract and a small amount of solar power generated from Parliament House roof-top solar panels. From 1 July 2016, accredited green power was not available under the WoG contract.

Emission reductions from recycling

In 2017–18, DPS diverted 77 tonnes of organic food waste from landfill to a local recycling facility—equivalent to reducing lifetime landfill CO_2 emissions by 146 tonnes.[61]

Ozone–depleting substances

Parliament House relies on refrigerants that contain Ozone-Depleting Substances (ODS). These are used for chillers, air-conditioning units, 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 2017–18, DPS completed an upgrade replacement of two large chillers containing ODS with new chillers free of ODS. The upgrade work completes an extensive chiller replacement program of all five chillers used to cool the building, which commenced in 2010.

61 Conversion factor equals 1.9 tonnes CO_2 per tonne of solid food waste—National Greenhouse Accounts (NGA) Factors (2016).

Many cool rooms at Parliament House operate on a 'glycol' fluid which is an environmentally safer refrigerant. Over the coming years, DPS will upgrade many of the building's smaller air-conditioning units to ODS-free cooling units.

Air pollutants

The combustion of natural gas at Parliament House 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 Parliament House is required, under a trade waste agreement, to be equivalent to domestic strength (a domestic equivalent is a concentration or level the same as would be found in household 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 waste enters the sewer.

Significant spills of chemicals, oils and fuels

In 2017–18, there were no significant spills of chemicals, oils or fuels from Parliament House.

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 2017–18 was as follows:

TABLE 44: Advertising costs (ex GST)

Description	2016–17	2017–18
Dentsu Mitchell	$ 25,486.85	$ 22,825.44
Canberra Convention Bureau	Nil	$ 2,454.55
National Capital Education Tourism Project	$ 1,136.36	$ 1,250.00
ACT Government—Chief Minister, Treasury and Economic Development	$ 9,382.82	$ 9,090.91
Public Service News	Nil	$ 1,620.34
Total	**$ 36,006.03**	**$ 37,241.24**

During 2017–18, 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 2017–18, published in compliance with paragraph 11.1 (ba) of the Legal Services Directions 2017.

TABLE 45: Legal services expenditure (ex GST)

Description	2016–17	2017–18
Total internal legal services expenditure	$525,704	$485,113
Total external legal services expenditure	$578,459	$421,582
Total legal services expenditure	**$1,104,163**	**$906,695**

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

- **Table 4**—The reported satisfaction percentages for ICT Services and Visitor/Art Services in 2015–16, were incorrectly reported as 94.40 per cent and 83.30 per cent rather than 91.8 per cent and 94.4 per cent, respectively. This has been updated in this year's annual report. This did not affect the overall result.

- Water consumption—some 'Building and Landscape' water consumption figures, including Parliament House's, were transposed in the *2016–17 Annual Report*.

  - The landscape and building water consumption figures were incorrectly shown as follows:

    i. **Figure 20**—Landscape and Building water consumption figures and illustrated bar graph from 2006–07 to 2015–16 were incorrectly formatted, resulting in the displayed colours being transposed. The volumes were correct.

    ii. **Figure 21**—the 2016–17 volume of landscape water use was 101,721 KL, not 96,725 KL.

- **Table 42**—'Parliament House building' energy in 2016–17 was 144,807 GJ not 144,385 GJ. The difference is due to a correction in electricity data provided by the energy retailer ActewAGL. (Footnote 55)

- **Table 42**—'Total Energy consumption' in 2016–17 was 145,853 GJ not 145,431 GJ. The difference is due to a correction in electricity data provided by the energy retailer ActewAGL. (Footnote 58)

- **Table 43**—'Total Emissions' in 2016–17 was 28,313 tonnes CO_2e, not 28,200 tonnes CO_2e. The difference is due to a correction in electricity data provided by the energy retailer ActewAGL.

- **Figure 23**—the waste figures were transposed.

- **Table 14**—reported 759,005 visitors to Parliament House. An error in data entry meant that the recorded monthly data for March 2017 was incorrectly reported as 73,591. The entry has now been corrected to 64,591. The correct number of visitors to Parliament House in 2016–17 should read 750,005.

- **Table 45**—the legal services expenditure table published in the *2016–17 Annual Report* was published in compliance with paragraph 11.1 (ba) of the Legal Services Directions 2017 and not the repealed paragraph 11.1 (ba) of the Legal Services Directions 2005.

  - The legal services expenditure table published in the *2016–17 Annual Report* also mis-labelled the rows. The correct table is set out below, Table 45.

TABLE 45: 2016–17 DPS Annual Report, Legal services expenditure (ex GST)

Description	2015–16	2016–17
Total internal legal services expenditure	$257,401	$525,704
Total external legal services expenditure	$934,019	$578,459
Total legal services expenditure	**$1,191,421**	**$1,104,163**

REFERENCE MATERIAL

9

ACRONYMS AND ABBREVIATIONS

AAIs—Accountable Authority Instructions

ABS—Australian Bureau of Statistics

ACT—Australian Capital Territory

AFP—Australian Federal Police

AGD—Attorney-General's Department

AIA—American Institute of Architects

AIATSIS—Australian Institute of Aboriginal and Torres Strait Islander Studies

AM—Member of the Order of Australia

ANAO—Australian National Audit Office

ANZAC—Australian and New Zealand Army Corps

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

BIS—Broadcasting Infrastructure Support

BMS—Building Management System

CCTV—Closed Circuit Television

CEO—Chief Executive Officer

CIO—Chief Information Officer

COO—Chief Operating Officer

CPRs—Commonwealth Procurement Rules

CRD—Central Reference Document

DIAU—Design Integrity and Archives Unit

DPS—Department of Parliamentary Services

EEGO—Energy Efficiency in Government Operations

EIM—Enterprise Information Management

EMMS—Electronic Media Monitoring Service

EPBC Act—*Environment Protection and Biodiversity Conservation Act 1999*

ESCR—Engineering Systems Condition Rating

ESD—Ecologically Sustainable Development

EUW—End User Workspace

EWIS—Emergency Warning and Intercommunication System

FOI Act—*Freedom of Information Act 1982*

FTE—Full Time Equivalent

FRAIA—Fellow of the Royal Australian Institute of Architects

GJ—gigajoule

GST—Goods and Services Tax

HCOs—Harassment Contact Officers

HIA—Head of Internal Audit

HMC—Historical Memorials Committee

HRC—Health and Recreation Centre

HSRs—Health and Safety Representatives

IAGDP—Indigenous Australian Government Development Program

ICT—Information and Communication Technology

IFLA—International Federation of Library Associations and Institutions

JSCPL—Joint Standing Committee on the Parliamentary Library

KL—kilolitre

KPIs—Key Performance Indicators

LFRAIA—Life Fellow of the Australian Institute of Architects

LPG—Liquefied Petroleum Gas

MP—Member of Parliament

NAA—National Archives of Australia

NAIDOC—National Aborigines and Islanders Day Observance Committee

NGA—National Greenhouse Accounts

NPI—National Pollutant Inventory

ODS—Ozone-Depleting Substances

PBIM—Parliamentary Business Information Management

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*

PIP—Parliamentarian Information Portal

PM&C—Department of the Prime Minister and Cabinet

PRRB—Parliamentary Recording and Reporting Branch

PS Act—*Parliamentary Service Act 1999*

PSIEN—Parliamentary Service Indigenous Employee Network

PSL—Parliamentary Service Levels

PSM—Public Service Medal

PSS—Parliamentary Security Service

RAP—Reconciliation Action Plan

RFID—Radio-frequency identification

RN—Registered Nurse

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*

WoG—Whole-of-Government

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. 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.

Term	Description
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).
Parliamentary precincts	The parliamentary precincts are defined in the *Parliamentary Precincts Act 1988*. In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board (PICTAB)	A body established to oversee progress of the Parliamentary ICT Strategic Plan and to provide guidance to DPS on strategic objectives and outcomes.
ParlInfo Search	An online tool which enables the searching and downloading of parliamentary information including 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 was 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.

Term	Description
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.
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 four members who may, with the Presiding Officers' permission, invite others to attend their meetings.
Status A furniture	The Status A or 'Commissioned' furniture collection comprises around 390 'one-off' furniture items produced by professional craftspeople engaged in fabricating site-specific works in close collaboration with the architects. These items are located in the Senate and House of Representative Chambers, the Members Hall, Reception Hall, the Foyer, the Cabinet Suite and Committee Room One, the Members and Guests Dining Rooms, and Party Committee Rooms. There were also individual commissions for five special suites for the Prime Minister, Deputy Prime Minister, President of the Senate, Speaker of the House of Representatives and the Leader of the Opposition.

Term	Description
Status B furniture	The Status B or 'Global' furniture collection which comprises around 12,000 pieces designed and manufactured specifically for Parliament House integrating timeless design capable of gracefully withstanding decades of use. Global furniture items can be found in parliamentarians' suites, offices of the Clerks of the Senate and House of Representatives, Committee Rooms, Office of the Secretary, the Parliamentary Librarian's office, the Parliamentary Budget Office Executive areas, the Parliament Briefing Rooms and in the general circulation areas of the building including outdoor courtyards.
Status C furniture	Status C furniture is administrative office furniture for use by staff across the four parliamentary departments, including members', ministers' and senators' staff. The furniture comprises a range of ready-manufactured workstations, loose furniture and furnishings including some light industrial items for use in plant rooms, stores and workshops.

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	Part 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)	252–259	Alphabetical index.	Mandatory
17AJ(c)	234–241	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	245-251	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)	2–9	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	Part 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)	156	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

PGPA Rule Reference	Part of Report	Description	Requirement
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
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)	146–156	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d)–(e)	156	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)	157	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	157	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)	157	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

PGPA Rule Reference	Part of Report	Description	Requirement
		Management of Human Resources	
17AG(4)(a)	158–167	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
	212	• Statistics on staffing classification level;	
	212	• Statistics on full-time employees;	
	212	• Statistics on part-time employees;	
	159, 212	• Statistics on gender;	
	158	• Statistics on staff location;	
	159	• Statistics on employees who identify as Indigenous.	
17AG(4)(c)	164	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)	164	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)	212	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	164	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

PGPA Rule Reference	Part of Report	Description	Requirement
	Assets Management		
17AG(5)	167	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)	167–168	An assessment of entity performance against the *Commonwealth Procurement Rules.*	Mandatory
	Consultants		
17AG(7)(a)	168–169	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
17AG(7)(b)	168	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)	168–169	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)	169	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

PGPA Rule Reference	Part of Report	Description	Requirement
		Australian National Audit Office Access Clauses	
17AG(8)	169	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)	169	If an entity entered into a contract or there is a standing offer with a value greater than $10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
		Small business	
17AG(10)(a)	169	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)	169	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	169	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that *"[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website."*	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
		Financial Statements	
17AD(e)	172–208	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)	227	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that *"Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]."*	If applicable, Mandatory
17AH(1)(c)	229	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	157	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)	230–231	Correction of material errors in previous annual report	If applicable, mandatory
17AH(2)	97–143	Information required by other legislation	Mandatory

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