





REPORT ON ACTIVITIES

4

Overview	70
Information Services Division	70
Building and Security Division	76
Chief Operating Officer Division	79
Design Integrity and Archives Unit	83
DPS stories	84
DPS commitment to reconciliation	92

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	Australia	Australia
	221,355 views	243,563 views	184,065 views
	92% of total views	90.2% of total views	92.5% of total views
Within Australia	Canberra	Canberra	Canberra
	60,826 views	80,895 views	72,757 views
	27.5% of total views	33.2% of total views	39.4% of total views
Highest daily view	6 February 2016	19 October 2016	31 May 2018
	7,000 views	7,359 views	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 parliamentary 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 Success 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.



DPS STORIES



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.



DPS STORIES



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 CO₂ 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.



DPS STORIES



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

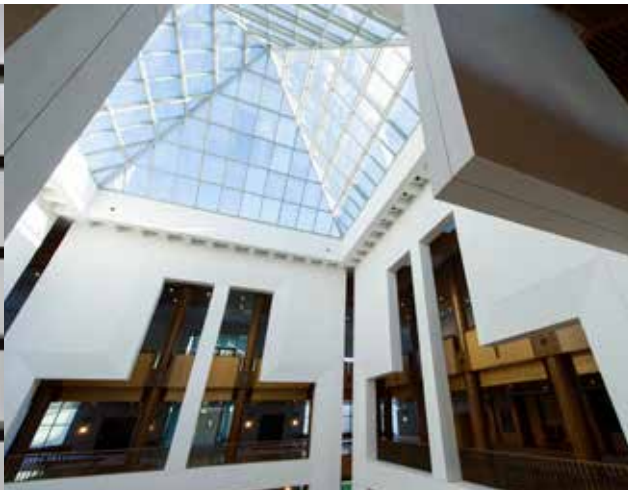
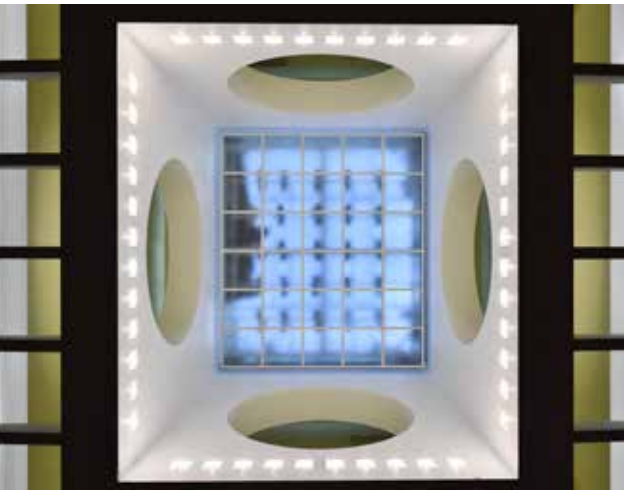
The new system helping keep Parliament House occupants safe

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 through 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'*.