



PARLIAMENT OF AUSTRALIA  
DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL  
REPORT

21  
22





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PARLIAMENT OF AUSTRALIA  
DEPARTMENT OF PARLIAMENTARY SERVICES

**Letter of Transmittal from Secretary**

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

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

Dear President and Speaker

**Department of Parliamentary Services Annual Report 2021–22**

I am pleased to present the Department of Parliamentary Services Annual Report 2021–22 in accordance with section 65 of the Parliamentary Service Act 1999 and section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

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

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

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'Rob Stefanic', with a long horizontal line extending from the end of the signature.

**Rob Stefanic**  
Secretary  
19 September 2022



PARLIAMENT OF AUSTRALIA  
DEPARTMENT OF PARLIAMENTARY SERVICES

### **Letter of Transmittal from Parliamentary Librarian**

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

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

Dear President and Speaker

### **Parliamentary Library Annual Report 2021–22**

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 2022.

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

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

Yours sincerely

**Dr Dianne Heriot**  
Parliamentary Librarian  
19 September 2022

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# SECRETARY'S REVIEW

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# 1

2021–22 in review

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## 2021–22 IN REVIEW

The 2021–22 reporting period began with a continuation of the COVID-19 pandemic and second major lockdown in the ACT. Building on the innovative and flexible arrangements we developed in 2020, our people successfully enabled the work of the Parliament through a period of varying restrictions.

We were pleased to welcome visitors back to Parliament House in late 2021 as local COVID-19 restrictions eased. The building re-opened fully for Budget week in late March 2022, with visitors allowed back into the chamber galleries and our APH Catering and Events team delivering at full capacity to around 3,500 event guests.

That week also saw a monumental effort by our Broadcasting, Cyber Security and Digital Customer Service teams to ensure a successful historical address to a rare joint sitting of the Parliament by the President of Ukraine, His Excellency Volodymyr Zelenskyy. Our teams secured a seamless and reliable connection from the other side of the world so this important address could take place. The complexity of the task, at short notice and requiring connection to a translator in a third country, was only achieved through round-the-clock professional dedication.

The iconic façade of Parliament House was transformed into a giant canvas for various projections during this reporting period, including royal purple to mark the celebration of Her Majesty the Queen’s Platinum Jubilee, the Ukraine flag displayed in an international demonstration of support for Ukraine, the 70th Anniversary of the Australia, New Zealand and United States Security (ANZUS) alliance, and the Enlighten festival.



APH façade displays the Ukrainian flag to mark international support for Ukraine in March, 2022.

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Our work as custodians of Parliament House continued throughout the reporting period, with several major projects successfully delivered, including the Auxiliary Power upgrade project. The project involved installing new physical power generation infrastructure, followed by a comprehensive testing phase to ensure the system would come online in the event of a major power outage.

Our long-term commitment to cultural change and organisational reform, embedding innovation and quality service delivery is being realised. Our 2021 staff survey showed high levels of staff engagement and satisfaction with the department's culture with another improvement on the prior year's results. This positive trend demonstrates the success of our cultural reform program which focuses on behaviours required to be a values-driven workplace. The approach involved a set of incremental and integrated interventions aimed at building organisational capability and in turn strengthening organisational performance. The survey results were testament to our collective effort to improve our culture in response to a reform program we initiated three years ago. We are now seeing strong empirical evidence that supports the generally positive sentiment throughout the department.

Our cultural reforms positioned us well to respond to both the *Review of the Parliamentary Workplace: Responding to Serious Incidents* by Stephanie Foster PSM, and the *Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces* by Sex Discrimination Commissioner Kate Jenkins. The department engaged at every opportunity in the reviews, and potential actions and improvements identified by DPS were reflected in various recommendations.

The Jenkins report provided an opportunity to consider our policies and processes to ensure we support a safe and respectful workplace for all building occupants. We reviewed the 28 recommendations in the Report in context of the department and the Parliament, more broadly, and the department is actively engaging across government to act. Importantly, we are working in close collaboration with Kerri Hartland, Chair of the Parliamentary Leadership Taskforce, other relevant departments, and the various implementation working groups. The recommendations will remain at the forefront of our agenda into the 2022–23 financial year and beyond.

The end of the reporting period saw a department-wide effort to prepare for the 47th Parliament, working collaboratively with our parliamentary service colleagues. Included among many activities was facilitating the transition out of exiting parliamentarians, refurbishing and resetting dozens of suites and moving hundreds of artworks. Activities also included developing and implementing innovative new online onboarding and service focused platforms. These enabled new parliamentarians to enter their details once, from any location to establish their network accounts, so they can more efficiently access their email and other productivity tools.

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The department faces a significant budgetary challenge over the next reporting period. The department received \$29.7 million in additional administered capital funding over four years for security related infrastructure to replace outdated equipment and expand coverage consistent with the 2014 Security Upgrade Implementation Plan. However, a two-year supplementation, in our core services budget from 2020 was not renewed, resulting in a decrease in operating budget by \$3.9 million per year from 1 July 2022. This result has been exacerbated by inflationary pressures and rising costs. Whilst this will invariably impact frontline services, I'm working closely with my Executive team to minimise the impacts.

The 2021–22 reporting period has shown that as a department, we have continued to be resilient and are committed to excellence in service delivery whatever the circumstance.

I wish to thank the people who have served as Speaker of the House of Representatives and President of the Senate over the past 12 months. It has been a period of change in these roles both before and after the Federal election. I particularly wish to acknowledge the Hon. Tony Smith, who served as Speaker for the duration of my tenure until his retirement at the 2022 Federal election. I also wish to thank former Presidents, the Hon. Scott Ryan (now Australia's High Commissioner to Canada) and Senator Slade Brockman and former Speaker Andrew Wallace MP. I look forward to working with President Senator the Hon. Sue Lines and Speaker the Hon. Milton Dick MP as we navigate the challenges ahead in 2022–23.

Our department works in collaboration with the parliamentary departments and Parliamentary Workplace Support Service (PWSS) in supporting the Parliament of Australia. I thank my fellow agency heads, Richard Pye – Clerk of the Senate, Claressa Surtees – Clerk of the House of Representatives, Stein Helgeby – Parliamentary Budget Officer and the head of the PWSS, Meg Brighton.

I thank my senior executive team for their support, leadership and commitment to living our values. Finally, I acknowledge and thank all DPS staff for their unwavering commitment and professionalism in delivering our priorities and the achievements illustrated in this report. It is an enduring record of our collective effort.







## OVERVIEW

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## OUR PURPOSE

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

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

## STRATEGIC THEMES

Three strategic priorities guide our planning and performance framework:

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

## OUR ROLE AND FUNCTIONS

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

- library and research services
- information and communications technology services
- security services
- building, grounds and design integrity services
- audio-visual services and Hansard
- art collection and exhibition services
- furniture and asset management services
- visitor services and The Parliament Shop
- catering and event management, and hairdressing services
- licensed retail, physiotherapy, banking and childcare services, and
- corporate, administrative and strategic services for DPS.



## OUTCOME AND PROGRAMS

### Outcome 1

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

The DPS 2021–22 Portfolio Budget Statements has one outcome and two programs: Parliamentary Services and Parliament House Works Program.

#### Program 1.1 – Parliamentary Services

Respond to the changing needs of the Parliament

- Ensure technology and infrastructure planning reflects the current and future needs of the Parliament
- Enhance the flexible and accessible delivery of advice, information and services.
- Maintain services that reflect an evidence-based understanding of the current and evolving needs of our clients
- Enhance secure access to digital information, and
- Continue to build the Parliamentary Library's reputation for high quality and consistent information, analysis and advice.

Enhance the Parliament's engagement with the community

- Enhance digital engagement with parliamentary content
- Improve accessibility and quality of services for visitors to Parliament House, and
- Support the Parliament's engagement with the community and initiatives to help develop parliamentary democracy in our region

Effective stewardship of Australian Parliament House

- Effectively manage the assets of Parliament House
- Embed management of the Design Integrity Framework to ensure changes maintain or enhance the building and its precincts
- Develop and implement appropriate strategic and timely proposals for any adaptation of building uses while respecting the design intent for Parliament House
- Develop and implement building and landscape maintenance programs to effectively maintain Parliament House and the precinct, and
- Provide a safe and accessible environment for building occupants and visitors.

#### Program 1.2 – Parliament House Works Program

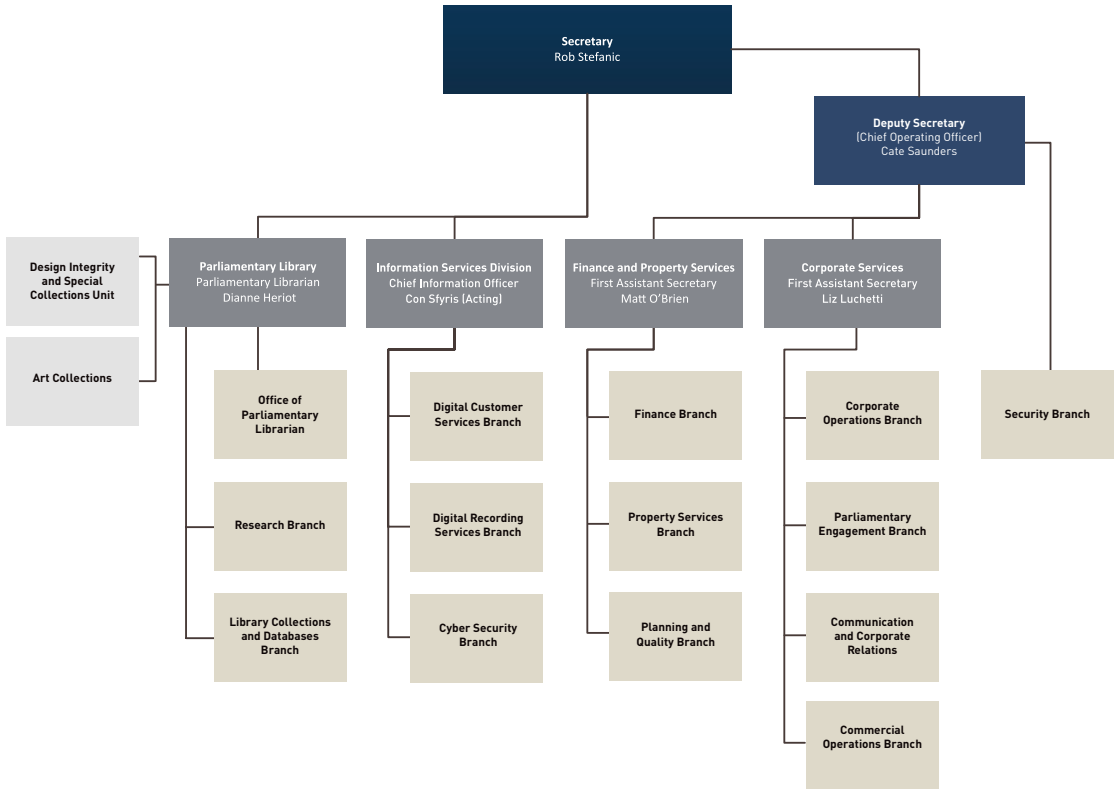
Effective delivery of the Parliament House Works Program

- Effectively manage the Parliament House Capital Works Program.

A summary of the department's Financial Performance is at Appendix A.

# DEPARTMENT STRUCTURE

FIGURE 1: DPS Organisational Structure



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

The department is responsible to both houses of Parliament through the President of the Senate, and the Speaker of the House of Representatives. During 2021–22, the President of the Senate role was held by Senator Slade Brockman and the Hon. Scott Ryan and the Speaker of the House of Representatives role was held by the Hon. Tony Smith and Andrew Wallace MP. The Secretary, Rob Stefanic, is the administrative head of the department and the accountable authority. The Parliamentary Librarian, Dr Dianne Heriot, (a statutory office holder), is a member of the department's executive team but reports directly to the Presiding Officers, and to the Joint Standing Committee on the Parliamentary Library, in respect of its statutory functions.

## Office of the Secretary

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

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

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

## Deputy Secretary Group

The following three areas report directly to the Deputy Secretary:

1. **Finance and Property Services Division** has three branches:
  - a. **Finance Branch** – provides financial advice and related services to the department.
  - b. **Property Services Branch** – provides ongoing maintenance, landscape, furniture, strategic accommodation, office fit-out and strategic asset management services. It also delivers building infrastructure (capital works) projects to ensure the preservation of Parliament House for its aspirational 200-year life span.
  - c. **Planning and Quality Branch** – responsible for project and accommodation planning, procurement and best practice in contract and project management.

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2. **Corporate Services Division** has four branches:
    - a. **Corporate Operations Branch** – provides human resources, legal, governance, and strategic advice services to the department.
    - b. **Parliamentary Engagement Branch** – responsible for delivering visitor, events management services for the parliament, building occupants and the broader community.
    - c. **Communication and Corporate Relations Branch** – responsible for internal and external communication and manages media enquiries, Senate Estimates coordination, issues management activities, corporate publications and AUSPIC photography services.
    - d. **Commercial Operations Branch** – manages catering and events, tenancy licensing and the operation of the Health and Recreation Centre.
  3. **Security Branch** – provides security services, including daily operational security, building security, parking services, visitor access, security risk management, resilience planning and emergency management for parliamentarians, visitors and all building occupants.

## Parliamentary Library

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

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

## Information Services Division

The Information Services Division works with internal and external stakeholders to provide and manage ICT services to enable an instant open, secure, and accessible Parliament.

The division's three branches are:

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

## SENIOR EXECUTIVES AS AT 30 JUNE 2022

### Secretary, Rob Stefanic

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

In a volunteer capacity, Rob is a Board Director of the Canberra Convention Bureau, Chair of the National Capital Education Tourism Project Stakeholder Council, and Director of the Canberra Region Tourism Leaders Forum.

Before joining DPS, Rob was the chief executive of the DPS at the Parliament of NSW and prior to that, served as its chief information officer, overseeing the delivery of ICT, library, archival and Hansard services to the New South Wales Parliament.

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

Before entering the parliamentary service, he worked in the chartered accounting and legal fields. Rob has Bachelor's degrees in Law (Hons) and Commerce and an Executive Master of Public Administration.



### Deputy Secretary, Cate Saunders

Cate Saunders was appointed Deputy Secretary in February 2020. In this role Cate is the Chief Operating Officer responsible for corporate and finance services, parliamentary engagement, communications, media, catering and visitor services.

Cate is also responsible for the provision of security services for Australian Parliament House as well as overseeing the capital works and maintenance programs for the building.

Cate commenced her APS career in 2000 and since then has worked across a range of Commonwealth agencies delivering corporate enabling services, primarily in finance and human resources.

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



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## Parliamentary Librarian, Dr Dianne Heriot

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

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

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



## Acting Chief Information Officer, Con Sfyris

Before acting in the Chief Information Officer (CIO) role, Con Sfyris served as Assistant Secretary of the Digital Customer Services Branch at DPS. He joined the department's Audit Committee as a DPS representative from May 2019 to January 2021, when he was appointed acting CIO.

Con has worked in a variety of ICT and Information Services leadership roles for over 20 years and joined the department in 2013. He previously worked in state health and public transport sectors with a focus on governance, IT operations and service delivery.

Con holds a Bachelor of Science in computer science.



### First Assistant Secretary, Finance and Property Services, Matt O'Brien

Matt O'Brien commenced with the department in April 2020.

As part of his role, he is the Chief Financial Officer. Matt has a strong background in corporate and financial management spanning 20 years. Before joining the department, he was the Chief Operating Officer at Canberra Girls' Grammar School.

Matt has held senior leadership roles in the education, government and not-for-profit sectors. He previously sat on a number of boards and advisory groups primarily in the not-for-profit sector and is currently a member of the Advisory Council, Finance Sub-Committee and the Building Advisory Committee at Marist College Canberra.

He has qualifications in commerce and industrial relations, is a member of the Australian Institute of Company Directors and is a fellow of CPA Australia.



### First Assistant Secretary Corporate Services, Liz Luchetti

Liz Luchetti has 25 years' experience working in both the public and parliamentary service, commencing with the department in April 2011.

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

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

Liz holds a Bachelor of Arts in Library and Information Studies, with a major in Public Administration, and a Masters in Information Leadership. She has qualifications in procurement and contracting and has completed several leadership programs.









# PERFORMANCE

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## ACTIVITIES AND ACHIEVEMENTS

In 2021–22 the department delivered a range of activities to support the work of the Parliament, parliamentarians and the maintenance of Parliament House. The following achievements are tied to the strategic themes and intended results or deliverables articulated in our 2021–22 Corporate Plan.

### Strategic priority 1 – Respond to the changing needs of the Parliament

#### Intended results: We have effective infrastructure, systems and services to enable the Parliament.

- The microphone hardware for the Senate and House of Representative Chambers was replaced, to provide consistent audio from all seating positions, crucial to the seamless running of parliamentary business.
- Videoconferencing services continued to the Parliament for remote participation in both committees and chambers.
- The Parliamentary Information Management System (PIMS) was further enhanced with additional features, including the ability to attach draft speeches to emails, refined web-forms and alerts, additional version controls and record management capabilities, and integrations with other parliamentary systems.
- Computing network upgrades were delivered to 240 Electorate Offices, improving speed and reliability. This supported remote parliamentary sittings and expanded the capabilities of the electoral offices during the 2022 election.
- The Parliament House wireless infrastructure was upgraded with more than 350 wireless access points deployed, upgraded, or re-positioned. This has significantly improved the wireless experience for all visitors and building occupants.
- Work continued on the significant cloud-computing transformation of core infrastructure and services. This supports the work of the Parliament by providing fast, efficient and scalable ICT services to be used anywhere, anytime and on a range of devices.
- The Parliamentary Budget Office’s computing environment was transformed to a cloud-first offering, with improved performance, and secure accessibility. Devices managed with modern techniques enhance the user experience and provide further protections to data and underlying ICT systems.

The Broadcasting and Hansard Teams provided coverage of 479 separate committee hearings, equating to 1,916 hours.

- 770 new laptops were rolled out during 2021–22, further expanding the laptop-first fleet to users. This transition supported remote working for parliamentary department staff.
- Our APH Catering and Events passed the annual HACCP audit. HACCP accreditation provides assurance that we meet best practice international standards for managing procurement, production, handling and distribution of food.

### Hansard marks 120 years

In 2022, the parliamentary Hansard team marked 120 years of providing transcripts of parliamentary proceedings, chronicling the nation's legislative journey and Australian history, and ensuring that the Parliament remains open and accountable. Technological advancements have seen Hansard evolve from using shorthand and typewriters, computer assisted transcription and tape recorders to personal voice recognition, digital audio recording and automated speech to text. Today, the Hansard team provides transcripts for the Senate, the House of Representatives and the Federation Chamber, and committees. During the governments of 30 Prime Ministers and the sittings of 46 Parliaments, Hansard has recorded momentous chapters of Australia's history.

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

- Windows Hello for Business (WHfB) was deployed to the four parliamentary departments, providing a convenient and highly secure multi-factor authentication security control. WHfB allows users to access their device via a biometric scan or entering a secure PIN, simplifying log-ins and increasing security.
- The first release of the Online Tabled Documents system was completed, reducing manual effort to process documents submitted for tabling in parliament. The system also provides close to real-time access to documents once tabled on a range of devices.
- The Senators' Interests Register system was enhanced to improve notifications to Senators and their staff. The platform assists Senators to submit their statements of registerable interests, with reminders and notifications to increase awareness of submission deadlines and supporting timely submissions. Further enhancements will be delivered in 2022–23.

The DPS IT service desk managed 52,302 contacts in 2021–22. These included 39,939 phone call responses, 8,452 emails, 3,579 self service responses and 314 walk-ins.



The President of Ukraine, His Excellency Volodymyr Zelenskyy, receives a standing ovation after addressing the House of Representatives. Photo credit: Alex Ellinghausen.

### Case study: Address to Parliament by President Zelenskyy

On Thursday 31 March 2022, the President of Ukraine, His Excellency Volodymyr Zelenskyy addressed the Australian Parliament via video link as war continued to rage through his country. His powerful and impassioned speech reinforced his inspirational leadership and sheer will, to all those privileged to witness such a moment in our parliamentary history. President Zelenskyy used the speech to thank the nation for its support in a clear demonstration that Australia stands with Ukraine against Russia's aggression. The Prime Minister and Opposition Leader each welcomed President Zelenskyy before he made his address via video link.

Our Broadcasting, Digital Customer Services, Cyber Security, Visitor Engagement and Security teams enabled this historical undertaking, along with the Department of the House of Representatives and other Commonwealth departments. Round-the-clock efforts were undertaken to rigorously evaluate videoconferencing options and functionality, to ensure that the event would be successful. Major constraints were overcome including a reliance on wi-fi in an active war zone, liaison with the President's Office via videoconference only, and the participation of a translator based in Germany.

Members and Senators gathered in a rare joint sitting hosted in the House of Representatives to listen to the 16-minute address. The public galleries were also opened to representatives from the Ukrainian Embassy, Ukrainian-Australian community, and from embassies from around the world. All Australians had the opportunity to watch President Zelenskyy's remarks in real-time, which were live-streamed through our APH website.

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

- The Library performed strongly against its performance measures during the reporting period. Library services were well used by 100 per cent of senators and members in the 46th Parliament and highly regarded (as demonstrated by client feedback and the regularity with which Library advice was cited).
- The Library met its timeliness target for commissioned research, with over 99 per cent of client requests answered within the agreed timeframe target of 95 per cent.
- Library staff answered 7,227 individual client requests in 2021–22, down from the 9,041 completed in 2020–2021, most likely a result of fewer sitting days and the election period.

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

- The department continued to work with partners in the security and intelligence community to ensure the security of the Parliament and parliamentary democracy.
- The department managed increased levels of protest activity at Parliament House in partnership with the Australian Federal Police.
- The Cyber Security Branch continued to protect, detect and respond to the evolving threat environment. Several cyber security projects were implemented that support the continuing maturation, capability and resilience of our environment including the ingestion of over 500 million network events per day as part of monitoring the Parliamentary Computing Network.
- Domain-based Message Authentication Reporting and Conformance (DMARC) was implemented in December 2021. This significant change further strengthened existing email security controls to prevent the impersonation of aph.gov.au email addresses.
- A pilot of Microsoft Teams Calling was rolled out to 180 DPS employees, introducing Internet Protocol based telephony via laptops, smart phones and tablets. This further supports a highly mobile workforce and will be used to inform a broader rollout in 2022–23.

The department managed increased levels of protest activity at Parliament House in partnership with the Australian Federal Police.



Parliamentarian Onboarding App cover screen. Photo credit: Lightbulb Studio.

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### Case study: Parliamentarian Onboarding Application

Developed ahead of the commencement of the 47th Parliament, the new Parliamentarian Onboarding Application (App) enabled incoming parliamentarians to complete their onboarding conveniently, requiring only access to a smart device and an internet connection. The App was successfully used by parliamentarians, including one member who provided very positive feedback that they had successfully completed the onboarding requirements while travelling between meetings in their electorate.

Several enhancements to digital onboarding of new parliamentarians were built into the App, demonstrating DPS' ability to adapt to the changing needs of the Parliament, offering innovative and flexible service to our clients. The App streamlined DPS requests for information and preferences, and fast-tracked client access to email, Microsoft Teams, induction resources and information related to their work at Parliament House, as well as servicing equipment requests.

The App is a cloud-based solution, underpinned by complex automation to rapidly provision a range of services, with little human intervention required. The creation, development, testing and implementation of the App took three months, and drew on expertise from our technical engineers, ICT trainers, front line service delivery staff and one of our graduates.

## Strategic priority 2 – Enhance the Parliament’s engagement with the community

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

- Exhibitions of particular note during the reporting period included celebrating new acquisitions for the Parliament House Art Collections, an exhibition marking the 110th anniversary of the Historic Memorials Collection, *Thirty years after the Mabo decision* and a re-developed display of the Blitz relics.
- An exhibition of historical photographs reflecting aspects of Australian life prior to the 1940s aligned with the original architects’ intent for public displays and will be displayed when there is no temporary exhibition scheduled.
- Parliament House hosted the *Napier Waller Prize* award ceremony and exhibition of highly commended artworks on behalf of the Australian War Memorial.
- Our Parliamentary Engagement Branch expanded the number of guided tours including those with an art focus to meet increased demand from our guests.
- The Art Collections team maintained an active loans program during the reporting period, allowing community engagement with those unable to travel to Canberra. This involved facilitating long-term loans to institutions and individuals, and supporting temporary exhibitions by lending significant artworks to institutions, including the National Gallery of Australia, the National Gallery of Victoria and the Museum of Contemporary Art in Sydney.
- Our APH Catering and Events team contributed more than 74,000 meals to St Vincent de Paul Society between April 2020 and June 2022, when the assistance concluded.
- Our connection with the community required creativity during periods when Parliament House was closed to the public. One example was a ‘click and collect’ high tea event, which sold out across two weekends in spring 2021.

On Budget Day our catering venues served 9,337 hot beverages to building occupants and visitors, 2,597 hot buffet meals in the Staff Dining Room, and 1,414 desserts.

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- APH Catering & Events rapidly resumed full capacity events at Parliament House during the 29 March 2022 Budget in what was a challenging labour market for skilled hospitality staff.
  - The façade of Parliament House was lit up with special event projections, including royal purple to celebrate the Platinum Jubilee for Her Majesty the Queen Elizabeth II in June 2022, the colours of the Ukrainian flag in late February, the Australian and US flags in late March for the 70th Anniversary of the ANZUS alliance, and inspiring artworks during the Enlighten festival.

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

- During 2021–22 the Art Collections team increased the number of short curator video interviews available to the public online, this included videos discussing temporary exhibitions of the *'Historic Memorials Collection: 110 Years'* and *'Thirty years after the Mabo decision'*.
- The Digital Customer Services Branch delivered the Gallery Screens Information Text (GSIT) on display screens which were installed in the House of Representatives public galleries. The screens display information that describes what is occurring in the chamber in real-time to visitors in the public galleries. The screens may also be used by our Visitor Engagement team, to present educational content to visiting school groups during non-parliamentary sitting periods.





DPS Concierge Officer Remy. Photo credit: Lightbulb Studio.

### **Case study: Visitor Experience benefiting from workforce diversity**

We remain focused on providing better opportunities and outcomes for people with disability, whether they work in Parliament House or are visitors.

In February 2022, Remy joined our Visitor Engagement team to work as a Concierge Officer. His role involves greeting guests, cloaking for busy sitting days and escorting guests to functions. Remy's prior training in customer service comes from the company Krofne, a Canberra-based bakery and social enterprise that creates employment opportunities for teens and adults with special needs.

Parliament House and our guests have benefited from the training and experience Remy received at Krofne. He is applying his knowledge, and experience gained from selling baked goods in a retail centre, in our own unique environment.

Our Visitor Engagement and Diversity teams, working with Remy's family, established a staff-mentor role to support Remy's initial months in the building. This has now transitioned into a whole-of-team mentorship as he works towards a full-time workload.

Remy was part of the team supporting Budget Day 2022, helping out in the cloak room for the Budget Speech and making sure the building's many guests were escorted to their events. Remy took our busiest day of the year in his stride. When his supervisors checked in to make sure he was coping with the busy schedule, Remy's smiling reply was 'this is nothing, you should work at Woden Plaza for late night shopping.'

The success of Remy's induction into the Visitor Engagement team has been hugely encouraging, with benefits to all involved. This experience will help inform our approach to expanding the number of placements for people with a disability.



DPS Staff Dining Room.

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### **Case study: Budget Week**

Parliament House was once again alive during Budget week, operating at full capacity for the first time since the COVID-19 pandemic started. An estimated 2,750 visitors and distinguished guests were in the building to watch the delivery of the Budget and around 3,500 guests attended events managed by our APH Catering and Events team throughout the week. Our Security and Visitor Engagement teams were kept busy with the influx of visitors to the building.

Budget Day is traditionally our busiest day of the year across all service areas, and the scale of services provided is significant.

The kitchen staff displayed great tenacity, as they prepared and produced more than 4,000 meals. The cooking, plating, and serving occurred seamlessly, meeting different dietary requirements and requests. Meticulous planning saw eight different events being delivered from five different kitchens, simultaneously.

This remarkable feat was a testament to Executive Chef, David Learmonth's leadership and his team's capability. More than 30 volunteers from different areas of DPS assisted as event concierges to guide thousands of guests to their event, as well as food-runners to ensure the meals arrived on time. The APH Catering and Events, Security and Visitor Engagement teams demonstrated their commitment to service excellence, ensuring a successful day and night.

### Strategic priority 3 – Effective stewardship of Australian Parliament House

#### **Intended results: Ensure adaptations of the building's uses are strategic, appropriate and reference design integrity policies and the Central Reference Document.**

- A major review of all 40 chapters of the Architects' Design Intent for Parliament House, Canberra: Central Reference Document (the CRD) was completed. The CRD will progress to publication as a series of e-books.
- The DPS Framework for the Maintenance of Design Integrity of Parliament House, launched in 2019, continued to guide works, including implementation of COVID-safe workplace measures, and major refurbishments of kitchen and dining facilities. The framework ensures design team members and Moral Rights Administrators are included at appropriate times. It also provides clarity and practical assistance to our staff managing maintenance and capital works projects.

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

- A new Information Asset Register captured the location and format of departmental information, including vital building, Hansard, Broadcasting, personnel and financial records. The register informs retention management strategies in line with the advice of the National Archives of Australia and the Enterprise Information Management Roadmap.
- Refurbishment and conservation of Parliament House furniture this year included refurbishment, leather repairs or foam replacement to 481 furniture items to extend asset life, and conducting condition inspections of more than 5,000 furniture items.

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

- The department, in consultation with the Moral Rights Administrators, revised a set of documents making up the DPS Framework for the Maintenance of Design Integrity of Parliament House and promulgated in October 2021. Design Integrity Information Sessions were also offered to DPS staff and contractors about Design Integrity and the work of the DISC unit.
- The maintenance services team delivered a package of minor projects that included:
  - replacement of 1.5km of mortar and 1.1km of sealant to the forecourt water feature
  - commenced replacement of 2,100m<sup>2</sup> of mortar in the Red Calca cobblestone on the forecourt
  - completion of the remaining Mural Hall timber panelling consisting of replacing 160 separate timber panels

- 
- pressure cleaning all external façades of Parliament House surrounding Parliament Drive
  - the repair of in-ground tree planter boxes and replanting trees at the entry to the House of Representatives
  - upgraded the air compressor network, ensuring the safe and continuous supply of air to the air supply controls and fire damper network
  - conservation of the Cabinet Room marquetry ceiling, and
  - refit accommodation for the newly established Parliamentary Workplace Support Service.
  - 18 of 60 accessible bathrooms have been refurbished to be compliant with current Australian Standards and the *National Construction Code 2019*. This work also included the construction of an accessible adult change facility with a ceiling suspended hoist and a powered wall mounted height adjustable adult change table. The facility was accredited by Changing Places; only the second facility to achieve this accreditation in the ACT, after the facility at the National Museum of Australia.
  - All equipment across the kitchen infrastructure in Parliament House has been refurbished or replaced to ensure safe and high-quality food production within the building.
  - Two new stairlifts have been installed in the Members and Guests Dining Room in accordance with the *Disability and Discrimination Act 1992* and building code. These new stairlifts allow for ease of access to the bathroom and the upper level of the dining room.
  - The childcare centre awning was upgraded to provide improved airflow and minimise the effect of heat in the summer months, allowing the children more time outside.
  - Works to replace the pergola in the Prime Minister’s Courtyard was completed during the reporting period. The new pergola is constructed using recycled ironbark from demolished rail bridges from around Australia.

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

- In June 2021, the maintenance of the Parliament House electronic security system was fully transitioned to DPS from a contracted arrangement. The change ensures that the building will remain secure and rapid local response will ensure public access is optimal.



DPS staff member records test data from one of the new auxiliary generators.  
Photo credit: Lightbulb Studio.

## Case study: Auxiliary Power

During the reporting period the department completed one of the most complex infrastructure projects undertaken since the building opened in 1988, with the installation and testing of new auxiliary power infrastructure.

This significant project saw the full replacement of the original Parliament House back-up generators. Testing involved a controlled shut-down of mains power to Parliament House.

This \$23 million dollar project was led by Property Services Branch, in collaboration with Lendlease and other external service providers such as EVO Energy and the Australian Energy Market Operator to install and commission the physical infrastructure upgrade.

Testing of the new generators took place overnight during weekends in January 2022 to minimise the impact on building occupants and the public. The testing involved staff from multiple sections throughout the department including Electrical Services, Mechanical Services, Security Branch, Electronic Security System Operations, Broadcasting and ISD. Teams were onsite throughout the evenings and into the early morning to ensure the impact was minimal.

The extensive testing undertaken during the completion of the project provides confidence that the upgraded infrastructure will perform as required in the event of a mains power outage, minimising potential disruptions to Parliament.



DPS Landscaping Services team members at work. Photo credit: Lightbulb Studio.

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## Case study: Landscape Services

The beautiful native, semi-formal and formal gardens within the Parliamentary precincts are expertly curated by our Landscape Service team. They are another unique feature of the environment enjoyed year-round by those who work and visit Australian Parliament House.

This year our landscaping portfolio proudly grew, with the addition of the Old Parliament House gardens. The team has worked to improve the presentation of Old Parliament House, by planting azaleas, mulching garden beds, repairing irrigation infrastructure, and replaced turf.

The team also maintains the gardens at The Lodge, the Canberra residence of the Prime Minister. Our team repaired the gravel paths, repaired irrigation breaks, renovated turf areas, replanted garden beds, and performed arborist services.

At Parliament House, we are at the forefront of using a scientific approach to manage pests in an environmentally sustainable way. In the past year, 34,000 Lacewings, 3,600 *Cryptolaemus* and 70,000 *Phytoseiulus* have been released and are working to keep the plants and trees healthy by carefully managing the equilibrium of the bad and beneficial insects.

Our active management of an ageing landscape, as well as recent challenging climatic changes and events, has resulted in 81 mature trees being removed. This action remedied various issues including the detrimental impact on underground infrastructure, pest and disease damage, overcrowding and senescence.

Our landscape team are proud to apply their skills and commitment to excellence beyond the landscape of Parliament House, for the benefit of all Australians and visitors to Canberra.



APH Members Hall. Photo credit: Pew Pew Studios.

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## Case study: Maintenance Services

Maintaining one of the biggest buildings in the southern hemisphere, and ensuring it is in exemplary condition to support the work of the Australian Parliament, is a continuous, 24-7 program of work.

During the reporting period, significant achievements included the completion of conservation work on the Cabinet Room marquetry ceiling and the restoration of the Prime Minister's courtyard wisteria and ivy beds in time for the opening of the 47th Parliament following replacement of the substantial pergola structures.

In and around Parliament House, 6,000m<sup>2</sup> of the building façades and 16,701m<sup>2</sup> of suites, public areas and offices were cleaned. Parquetry areas covering 13,900m<sup>2</sup> and linkways covering 750m<sup>2</sup> were spruced up.

A minor works project was completed to drain the water feature at the front of the building to replace silicon and grout joints which had deteriorated due to harsh Canberra climate conditions. Approximately 1,085m of silicone and 1,450m of grout was removed and replaced for this project.

The Maintenance Services team has supported work for the change-of-Government activities: refurbishing suites, updating signage, and providing logistics support. The team also performed works to establish accommodation for the Parliamentary Workplace Support Service in record time.

In total, our Maintenance Services helpdesk issued 5,026 work orders to trade groups in 2021-22, in response to more than 11,000 calls for assistance.

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# ANNUAL PERFORMANCE STATEMENTS

## Introductory statement

I, Robert Stefanic, as the accountable authority of the Department of Parliamentary Services, present the 2021–22 annual performance statements of the Department of Parliamentary Services, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, these annual performance statements accurately reflect the performance of the entity and comply with section 39(2) of the PGPA Act.

## Purpose

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

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

## Analysis of performance against purpose

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

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



## Strategic Priority 1 – Respond to the changing needs of the Parliament

In 2021–22, the operation of the Parliament continued to be affected by COVID-19, along with increased demand for flexible and digital solutions to meet the needs of Parliamentarians and their staff. The lessening of COVID-19 restrictions for periods of the year enabled a renewed focus on the full range of services across APH. The Federal election and subsequent onboarding of new parliamentarians required significant effort from DPS.

### Business Area – Catering and events services

**TABLE 1:** Performance criterion – catering and events services

Respond to the changing needs of the Parliament		
Performance measure	Target	Result
1. Satisfaction with food, functions, and events	85%	95%

**Criterion Source:** Program 1.1, 2021–22 Portfolio Budget Statements, p.10; **Performance Measure Source:** 2021–22 Corporate Plan, p.14–15.

### Methodology

#### *Measure 1:*

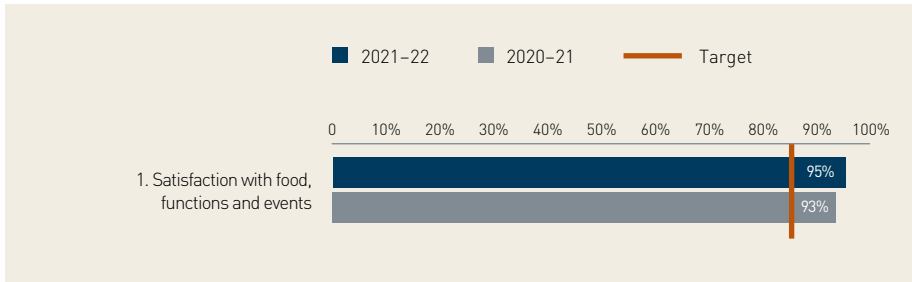
DPS provides a range of food, functions, and events services to parliamentarians and building occupants to assist them in performing their parliamentary duties. Approximately 1,000 events are held (pre-COVID-19) within APH each year.

Food, functions, and events services includes:

- event and venue management and services
- multiple food and beverage retail outlets (Staff Dining Room, Queens Terrace Café, Members and Guests Dining Room, Coffee Hub, Coffee Cart), and
- in-room dining and house services.

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

**FIGURE 2:** Satisfaction with catering and event services



## Analysis

### Measure 1

For the fifth year running, the department's Catering and Events team has recorded a strong satisfaction result with the services provided to building occupants. The 2022 result of 95 per cent is an increase of two per cent as compared to 2021, which is a reflection of the excellent quality and service standards.

During the pandemic, the team used its time effectively to take a deep dive into the operation to see how it could enhance the Service First Culture that upholds the service standards provided to building occupants. This is reflected in an increase in satisfaction for all our retail outlets – with Staff Dining Room recording a six per cent increase in satisfaction as compared to 2021, and the Coffee Hub reaching a 99 per cent satisfaction rate.

The new service models in Staff Dining Room and Queen's Terrace Café, implemented as part of the kitchens refurbishment project, have proven successful now that they have had the opportunity to cycle through normal volumes, which is a testament to the team's collective ideas around revised workflows, patronage queuing systems and layout of the outlets.

Our full range of services was offered for the first time since the COVID-19 pandemic. This included the execution of a close to full capacity Budget week. The team is excited by the renewed activity and is up for the challenge of maintaining high satisfaction levels through continually striving to position APH as a destination of choice and to offer competitive event management services. Additionally, the team will deliver quality and value as part of the newly formed Commercial Operations Branch and continue to provide efficiencies within our operation that support the parliamentarians and building occupants.

## Business Area – Hansard and broadcasting services

**TABLE 2:** Performance criterion – Hansard and broadcasting services

Respond to the changing needs of the Parliament		
Performance measure	Target	Result
2. Proof Hansard reports delivered within agreed timeframes when Parliament sits its regular scheduled hours	85%	98%
3. Proof Hansard reports delivered within agreed accuracy parameters	85%	90%
4. Broadcasting systems availability	90%	99%

**Criterion Source:** Program 1.1, 2021–22 Portfolio Budget Statements, p.10; **Performance**

**Measure Source:** 2021–22 Corporate Plan, p.14–15.

### Methodology

#### *Measure 2:*

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

#### *Measure 3:*

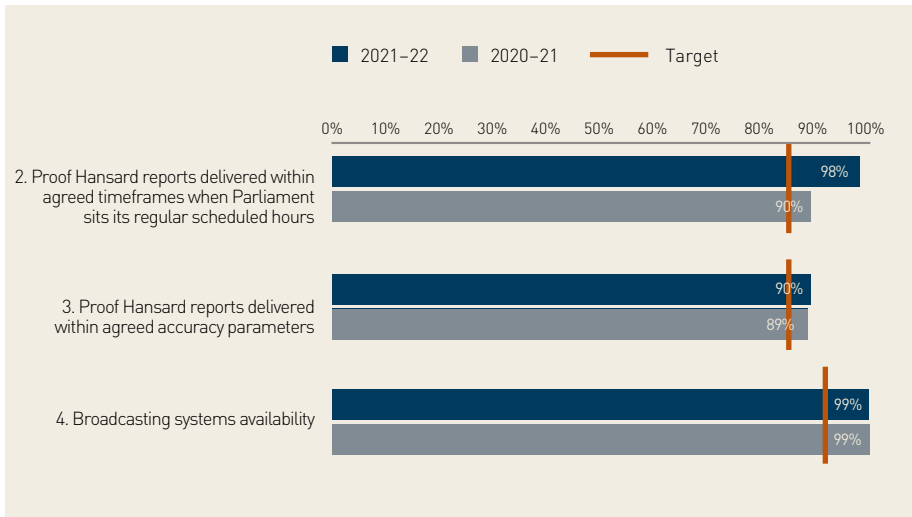
This measure includes both chamber and committee timeliness. The error rate for chamber and committee transcripts is based on the number of errors reported by parliamentarians' offices, committee secretariats and witnesses who appeared at committee hearings. Hansard reports chamber errors with a one-month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

#### *Measure 4:*

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

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

**FIGURE 3: Hansard and broadcasting service**



## Analysis

### *Measures 2, 3 and 4:*

Hansard exceeded its timeliness and accuracy target against performance measures 2 and 3 in 2021-22. A total of 1,925 hours of committee hearings were held in the period from 1 July 2021. The level of committee work has been very high for the last two financial years, with a reduction only seen in the lead up to and during the 2022 Federal election.

The 90 per cent target for broadcasting systems availability was exceeded across 2021-22.

The high demand for videoconferencing for chamber proceedings and committee hearings continued, commensurate with COVID-19 restrictions.

## Business Area – Parliamentary Library services

**TABLE 3:** Performance criterion – Respond to the changing needs of the Parliament

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

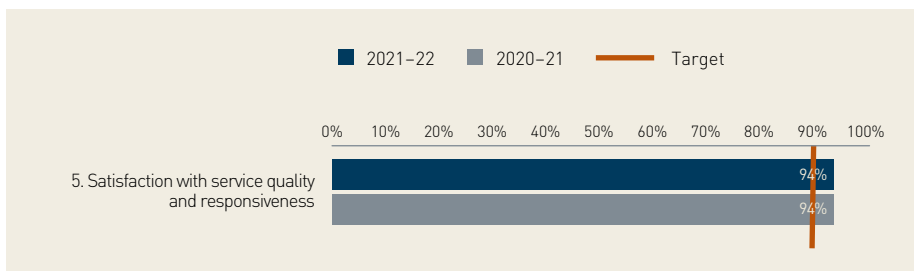
**Criterion Source:** Program 1.1, 2021–22 Portfolio Budget Statements, p.10; **Performance Measure Source:** 2021–22 Corporate Plan, p.14–15.

### Methodology

#### Measure 5:

Key priorities and performance indicators for the Parliamentary Library are approved each year by the Presiding Officers as part of the Library's Annual Resource Agreement (*Parliamentary Service Act 1999*, section 38G).

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



### Analysis

#### Measure 5:

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

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

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

## Business Area – Information Services

**TABLE 4:** Performance criterion – Information services

Respond to the changing needs of the Parliament		
Performance measure	Target	Result
6. Satisfaction with service quality (responsiveness and resolution)	85%	89%
7. Calls resolved at first contact	75%	70%
8. System availability (core parliamentary systems)	90%	99.9%
9. Projects delivered according to planned program milestones (e.g. design, tender, contract, completion)	85%	75%
10. Projects delivered within budget against milestones	85%	74%

**Criterion Source:** Program 1.1, 2021–22 Portfolio Budget Statements, p.10; **Performance Measure Source:** 2021–22 Corporate Plan, p.14–15.

### Methodology

#### *Measure 6:*

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

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

#### *Measure 7:*

Data for this metric is extracted from the ServiceNow IT service management system which tracks every call as a ServiceNow incident record. ServiceNow timestamps records when they are created and closed, providing the required data for this metric.

#### *Measure 8:*

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

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

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

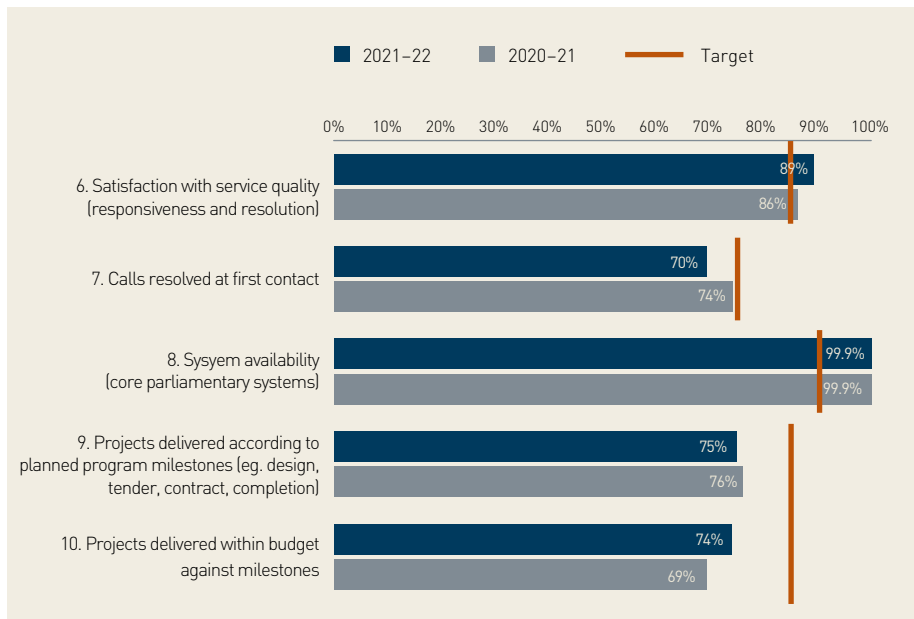
**Measure 9:**

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

**Measure 10:**

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

**FIGURE 5:** Satisfaction with service quality, system availability and project delivery

**Analysis****Measures 6, 7 and 8:**

The satisfaction with service quality (responsiveness and resolution) performance measure from the 2022 BOS Survey showed 96 per cent of survey respondents had used ICT services in the last 12 months. The ICT Services category recorded an overall satisfaction rating of 89 per cent. This is an increase of three per cent from 2020-21.

ICT services recorded 165 comments. Feedback for the category included a variety of responses providing support for the changes in service transformation whilst offering up feedback on areas of improvement. The major themes related to:

- wi-fi connectivity of the APH building
- the reliability of remote working options
- training of helpdesk staff, and
- escalation of issues and ability of helpdesk staff to assist with enquiries.

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Key areas of improvement include the delivery of ICT equipment and services (increase of five per cent from 2020–21) and satisfaction with Wi-Fi network coverage and availability (increase of 10 per cent from 2020–21). Both improvements recognise significant work by DPS to improve mobile reception, improve Wi-Fi coverage and to improve core ICT service offerings through the ongoing cloud transformation that the department is undertaking.

The percentage of calls resolved at first contact in 2021–22 reduced by four per cent from 2020–21 levels. This can be attributed to several factors. The ongoing effects of the global COVID-19 pandemic, including various state lockdowns, has continued to put pressure on internal staffing and requests for support that, by necessity, involve contacting the 2020 Service Desk.

Additionally, service transformation and modernisation has resulted in more services supporting “self-service” e.g. password resets and onboarding of smart phones and tablets. Resulting call types have required more sophisticated and/or complex support from DPS and result in transference to second or third level teams, as opposed to the point of contact, for resolution.

Given the evolution in the department’s core ICT services, the validity of this metric will be considered in the 2022–23 financial year.

#### *Measures 9 and 10:*

The delivery of ICT projects continued to be subject to a number of unique challenges including the availability of required resources within a tight labour market, COVID-19 impacts on staff availability and ongoing supply chain issues. Despite these challenges, 75 per cent of planned milestones for the 39 projects progressed during 2021–22 were delivered on schedule, and 74 per cent of projects were delivered within budget against milestones. Some of the major projects delivered include the new protected computing environment for the Parliamentary Budget Office, e-Voting Gallery Screens, the Electorate Office network upgrade, Phase one of the Digital Asset Management solution, Wi-Fi upgrade for APH and the replacement of microphones in both Chambers.

A continued emphasis on building capability within the Division, facilitating staff acquisition and strengthening partnerships with professional service providers has continued to mitigate resource attrition risks whilst continuing to deliver upon a number of key transformation projects.



## Strategic priority 2 – Enhance the Parliament’s engagement with the community

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

### Business Area – Visitor engagement

**TABLE 5:** Performance criterion – Visitor engagement

Enhance the Parliament’s engagement with the community		
Performance measure	Target	Result
11. Satisfaction with customer service experience (security, concierge, and guides)	85%	92%
12. Satisfaction with APH experience overall (exhibitions, facilities, tours and programs)	85%	94%

**Criterion Source:** Program 1.1, 2021–22 Portfolio Budget Statements, p.10; **Performance Measure Source:** 2021–22 Corporate Plan, p.14–15.

### Methodology

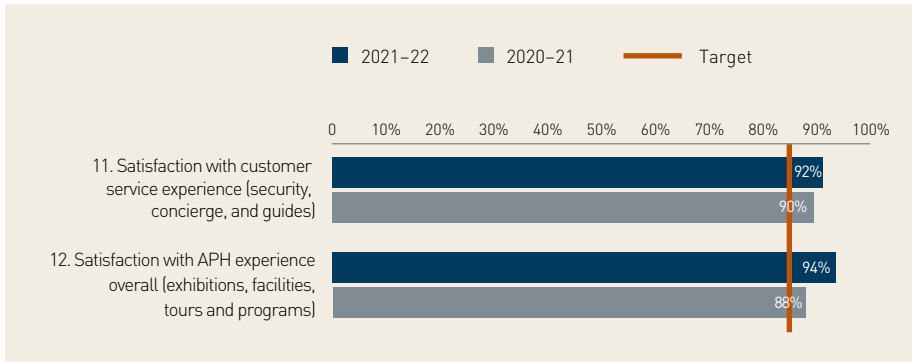
#### *Measure 11:*

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

#### *Measure 12:*

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

**FIGURE 6:** Visitor engagement satisfaction results



## Analysis

### *Measures 11 and 12*

Monthly results across the 2021-22 year were maintained at very high levels of satisfaction with customer service resulting in an overall score of 92 per cent (two per cent higher than 2020-21). Results across each contact point also remained consistently high throughout the year, comfortably exceeding the target, demonstrating the organisation's commitment to excellence in the customer service experience, and the valuable contribution of DPS front-facing staff in the Parliamentary Engagement and Security Branches.

Feedback throughout the year had visitors sharing praise and enthusiasm about the overall APH experience, including tours and the guides. The tour ticketing system has been well received by visitors who found it to be a convenient and user-friendly process. The Parliament Shop remains the lowest rated contact point, at 88 per cent; however, a cohesive strategy is in the implementation phase to significantly improve the quality of products and service in the shop. Despite this lower performance, the shop performs above target.

The end of year result for satisfaction with APH experiences overall was nine per cent higher than the target and six per cent higher than the 2020-21 year results (88 per cent).

## Strategic priority 3 – Effective stewardship of Australian Parliament House

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

### Business Area – Property Services

**TABLE 6:** Performance criterion – Property Services

Effective Stewardship of Parliament House		
Performance measure	Target	Result
13. Satisfaction with facilities availability and building condition (maintenance and appearance)	85%	94%
14. Satisfaction with landscape condition and appearance	85%	99%
15. Satisfaction with service responsiveness (effective resolution of service calls)	85%	97%
16. Projects delivered within budget against milestones	85%	58%

**Criterion Source:** Program 1.1 and 1.2, 2021–22 Portfolio Budget Statements, p.10; **Performance**

**Measure Source:** 2021–22 Corporate Plan, p.14–15.

### Methodology

#### *Measures 13, 14 and 15:*

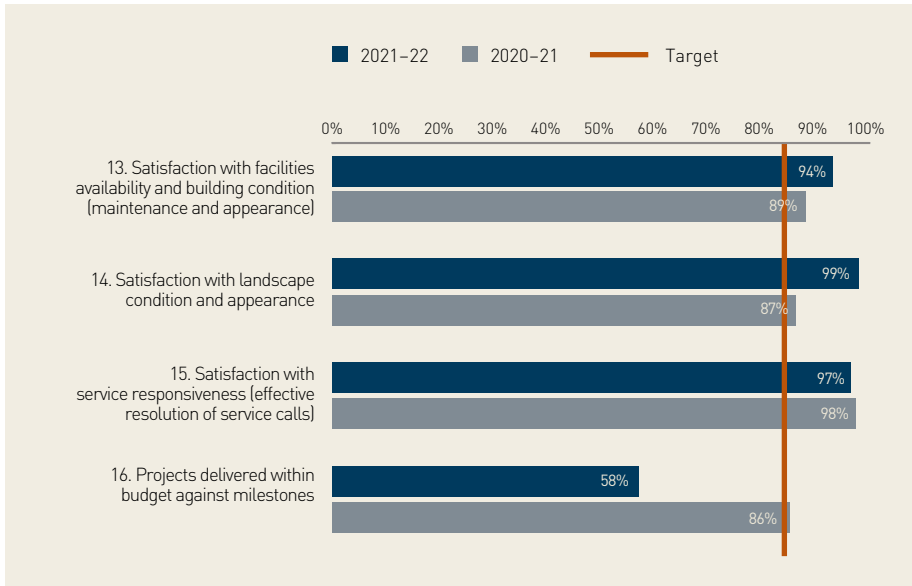
These metrics are measured by the feedback obtained through the annual BOS Survey. Responses are sought on a five-point scale: Very Satisfied, Satisfied, Neutral, Dissatisfied, or Very Dissatisfied. Very Satisfied, Satisfied and Neutral responses are counted towards the target.

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

#### *Measure 16:*

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

**FIGURE 7:** Satisfaction with building condition, landscaping and service responsiveness



## Analysis

### *Measure 13:*

In 2021-22, the performance measure result for satisfaction with facilities available and building condition was 94 per cent, nine per cent above the target.

The Property Services Branch has continued to deliver a range of works to ensure the maintenance and appearance of APH is of the standard befitting of the building. Some of these works include the following:

- ongoing suite bathroom refurbishments focusing on wall and floor tiles
- ongoing routine maintenance and painting to suites and associated area thoroughfares and to general circulation areas
- cleaning of approximately 6,000m<sup>2</sup> of external building facade
- cleaning of approximately 16,700m<sup>2</sup> of building suites, general circulation and public areas
- tending to and improving the appearance of approximately 13,900m<sup>2</sup> parquetry and linkways, and
- replacement of approximately 1,450m<sup>2</sup> of mortar joints and 1,085m<sup>2</sup> of sealant to the main forecourt water feature.

In addition, a significant amount of work was completed following the election to update suite signage and undertake maintenance activities in vacated suites.

### *Measure 14*

In 2021–22, the performance measure for satisfaction with landscape condition and appearance was 99 per cent, 14 per cent above target.

2021–22 has seen a range of improvements to the landscape condition and appearance, these improvements include, but are not limited to the following:

- the rectification of the inground planter boxes, irrigation systems and re-planting trees at the Senate and House of Representatives entries
- replenishing the native grasses and turf following the completion of the Auxiliary Power Project in the Ministerial forecourt
- replacing nine Gleditsia trees in the gym courtyard, the trees had reached their end-of-life expectancy and were showing signs of poor health and were too tall for ongoing maintenance
- replacement of the Wisteria and Ivy beds following the completion of the Prime Minister's courtyard pergola
- the removal of twelve large Elm trees from the Ministerial forecourt. The trees had reached their life expectancy and were affected by the which has become increasingly difficult to control and contain, and
- installation of four concrete paths at the four corners of Parliament Drive. The installation was to remove the untidy impact that high pedestrian access was having on the turf areas. The installation has since improved the condition of the surrounding turf.

### *Measure 15:*

The target for Service Responsiveness is 85 per cent. For 2021–22 Service Responsiveness rated at 97 per cent, 12 per cent above the target.

The Maintenance Services' Helpdesk tended to approximately 11,000 phone calls in 2021–22, these calls resulted in 5,026 work orders for trade staff to investigate and rectify issues.

### *Measure 16:*

A standard industry measure of project success is delivering on time and on budget. Given the restrictions of sitting periods, parliamentary activities and the impact COVID-19 has had on project delivery, project schedules have been regularly adjusted throughout the year. This, combined with analysis of whether the capital works program has been effective and within budget, provides a picture of whether the program is successfully adapting to the changing environment.

Despite the variety of significant COVID-19 related challenges experienced in 2021–22, the capital works program continued to progress. At 30 June 2022, 58 per cent of capital projects achieved their target deliverables. In the context of the challenges of this past year, 27 per cent of the 26 active projects within the reporting period still utilised the full budget allocation.

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The upgrade works to APH's commercial kitchens was completed with the reopening of the Members and Guests Kitchen in March 2022. There has been significant continued progress on the Accessible Bathrooms project with 18 new accessible bathrooms being opened in the year. Further WHS enhancements have included actuators on the Senate Chamber doors and stairlifts installed in the Members and Guests Kitchen. The electrical program of work continued steadily, including substantial progress related to replacing the electrical, emergency lighting and mechanical distribution boards with only 18 boards remaining of the nearly 1,000 which required replacement. The integrated testing of the new generators was successful leading to the closure of the Auxiliary Power Project. At 30 June 2022, the final panes for the glazed linkways are due to be installed which will see all glazing in the linkways throughout the building being replaced.

## Business Area – Design Integrity

**TABLE 7:** Performance criterion – Design Integrity

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

**Criterion Source:** Program 1.1, 2021–22 Portfolio Budget Statements, p.10; **Performance**

**Measure Source:** 2021–22 Corporate Plan, p.14–15.

### Methodology

#### *Measure 18:*

DPS is charged with the management of the design integrity of APH while ensuring its future as a working building. As custodian, DPS has a responsibility to manage the building for current and future generations. The Design Integrity process ensures that DPS maintains the design integrity of the APH.

The Moral Rights Administrators are a key source of information on the original Design Intent of APH and how to interpret and apply it as the building changes.

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

### Analysis

#### *Measure 18:*

On 15 June 2022, the Office of the Secretary distributed annual survey letters to the Moral Rights Administrators. As at 11 July, 2022, the Office has received responses from both Moral Rights Administrators, who assessed the functioning and effectiveness of the department’s consultation processes on design integrity and moral rights matters as effective.

Regular communication between the joint moral rights administrators, Ms Berg and Mr Guida, and the department, has been maintained throughout the national response to the COVID-19 pandemic. Three design integrity quarterly meetings were held in 2021–22, attended by both Ms Berg and Mr Guida, as well as the Secretary and relevant DPS executive officers. In addition to this, design intent advice was required at milestones throughout project life cycles, and the moral rights administrators provided timely advice on a broad range of issues throughout the year, including accessibility changes, information communication and technology changes, landscape, lighting, furniture, finishings and fittings.







# PARLIAMENTARY LIBRARY

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## PARLIAMENTARY LIBRARIAN'S REVIEW

The Parliamentary Library has served as a trusted source of information, analysis and advice for the Australian Parliament since 1901. This includes traditional Library services, as well as a comprehensive range of value-added services, including online media monitoring, specialist databases, and statistical and mapping services. The Library is also one of Australia's major research libraries, providing parliamentarians tailored and confidential research briefs and general distribution publications on public policy and legislation.

I am pleased to present the Parliamentary Librarian's report for 2021–22, a year which again was dominated by the evolving COVID-19 pandemic.

Staff wellbeing, workplace safety and continuity of service to the Parliament remained at the forefront of our work, as it was, of course, for colleagues across the Parliament and beyond. As remarked in previous reports, I am proud of the commitment, flexibility, and resilience of everyone across the Library, for their collaboration and care for colleagues, and their dedication to ensuring our services to Parliament remained seamless, whether delivered off or on site.

### Client services

The Library performed strongly against the measures set out in our annual business plan. Our services were well used (by 100 per cent of senators and members in the 46th Parliament) and highly regarded (as demonstrated by client feedback and the regularity with which Library advice was cited).

The Library's research output comprises both general distribution publications and individualised and confidential client research. In 2021–22 we released 302 research publications addressing a broad range of legislative and public policy issues, and delivered significant enhancements to the *Parliamentary Handbook Online*.

Library staff answered 7,227 individual client requests, down from the 9,041 completed in the previous financial year. This difference can in part be explained by the fact that 2022 was an election year. Typically, at this stage of the parliamentary cycle, the numbers of client requests (and research publications—particularly Bills Digests) drop as the number of sitting days is reduced, House and Joint committees finalise inquiries, and senators and members turn their focus elsewhere.

## Welcoming new parliamentarians

Assisting new senators and members to settle into their parliamentary roles is always a major focus for the Library.

In the lead up to the 47th Parliament, we enhanced both our contact officer training and our suite of information products for clients. As a result of the work of colleagues, particularly in Information Services Division, to streamline the on-boarding processes for new parliamentarians, we were able to reach out to new members and to territory senators and their staff close upon the declaration of individual seats, making our services available to them much earlier than in previous parliaments.

A new cohort of contact officers was trained and assigned to each new parliamentarian to help guide them through the range of Library products and services, and how we can support them in their parliamentary and representational duties. Such personalised service is important to help forge relationships with new parliamentarians and their staff, and to enable Library staff to get a true understanding of their clients' interests and needs. The Library also participated in induction sessions for new members and their staff.

Another highlight was the publication of the *Briefing Book for the 47th Parliament*, a volume of strategic level snapshots of issues that might feature in the early months of the new Parliament. Its purpose was two-fold: to provide senators and members with a high-level perspective of key public policy issues, and also to showcase the expertise of the Library's researchers.

The early post-election period has already seen a significant increase in the rate of client inquiries.

## Strategic Review of the Library's Services

In March 2022, Speaker Wallace and President Brockman announced a strategic review of the Parliamentary Library's services. Noting that the Library 'is a vital information and research resource for the Australian Parliament and consistently receives strong client evaluation results', the Presiding Officers stated the purpose of the review was to:

- identify opportunities for new services.
- benchmark its structures and performance measures against comparable institutions.
- strategically plan services to ensure they remain relevant and trusted for the next decade.

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Roxanne Missingham OAM, University Librarian (Chief Scholarly Information Officer) at the Australian National University, and a past Parliamentary Librarian, was appointed to conduct the review. My term as Librarian was extended for a further year to enable me to work with Ms Missingham to develop a plan to implement the outcome of the review. Since March, the Library has supported Ms Missingham through assistance in scheduling meetings and focus groups – with parliamentarians, parliamentary staff (including, of course, Library staff), and legislative libraries and research services in the EU, UK and North America – and by facilitating access to evaluation and other data.

Planned work to develop a new strategic plan and strategic workforce plan for the Library was paused pending completion of the review.

At the time of writing, Ms Missingham was finalising her report for submission to President Lines and Speaker Dick.

## **The year ahead**

At the time of writing, the 2022–23 Resource Agreement had not been finalised. The Library had been focused on identifying savings (through staff attrition and delays in recruitment) in anticipation of the impact of the reduction in DPS' appropriation in the 2022–23 Federal Budget. However, in June the Prime Minister announced his intention to increase the Library's resources to enable it to better meet the needs of the 47th Parliament with its expanded cross bench. Discussions on this matter are still underway, with the government's decisions regarding funding to be announced in the October 2022 Budget. In anticipation of an increase in resources, the Library has commenced a recruitment campaign.

In addition to implementing any future Budget measure, the Library will continue to address the recommendations arising from the 2021 client evaluation of Library services. A focus in the coming year will be initiatives to improve the functionality and accessibility of our digital products and services.

And, of course, a key priority will be beginning to implement the recommendations of the strategic review of the Parliamentary Library, following its acceptance by the Presiding Officers.

Finally, the unpredictable and volatile nature of the COVID-19 pandemic means that maintaining staff wellbeing and a healthy workplace whilst maintaining continuity of service in the context of the pandemic continues to be at the forefront of our work.

As ever, my thanks to the Presiding Officers, current and former, and members of the Joint Standing Committee on the Parliamentary Library (JSCPL) for their continuing support for the work of the Library. My thanks go also to the Secretary of DPS and to colleagues across DPS and the other parliamentary departments. And, finally, of course, my thanks to my colleagues throughout the Library.

## THE LIBRARY ON A PAGE

### Role

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

### Clients

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

### Governance

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

### Structure

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

### Resource Agreement: 2021–22

- operational funding: \$16.879 million
- capital funding: \$3.795 million, and
- average staffing level: 140.77 ASL.

### Services

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

### The Library in numbers 2021–22

- 100% of parliamentarians (46th Parliament) used the Library's services
- 7,227 individual client requests completed
- 302 research publications released, including 63 Bills Digests
- 7,071 new books and serial titles added to the catalogue
- 49.8% of titles available online in full text, and
- 192,269 items added to Library databases.

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# OVERVIEW

## Governance

The *Parliamentary Services Act 1999* establishes the office of the Parliamentary Librarian, whose primary function is 'to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles'. The Parliamentary Library is part of DPS' Program 1. In the DPS Corporate Plan 2021–22, the Library's services fall under the strategic theme: 'respond to the changing needs of the Parliament'.

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

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

## The Joint Standing Committee on the Parliamentary Library

The JSCPL is appointed each Parliament to:

- consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President 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.

The JSCPL for the 46th Parliament was established by resolution of the House of Representatives and Senate on 4 July 2019 and 22 July 2019 respectively. The following senators and members served on the JSCPL in 2021–22:

- Senator Wendy Askew (Joint Chair)
- Ms Anne Stanley MP (Joint Chair)
- Dr Katie Allen MP
- Senator Catryna Bilyk
- Ms Sharon Claydon MP
- Senator Sue Lines
- Ms Gladys Liu MP

**FIGURE 8:** Joint Standing Committee on the Parliamentary Library as at 30 June 2022

The Joint Standing Committee on the Parliamentary Library. (Top left to bottom right): Senator Wendy Askew (Joint Chair); Ms Anne Stanley (Joint Chair); Dr Katie Allen; Senator Catryna Bilyk; Ms Sharon Claydon; Senator Sue Lines; Ms Gladys Liu; Senator Andrew McLachlan, Senator James Paterson; Mr Gavin Pearce, Mr Rowan Ramsey and Mr David Smith.

- Senator Andrew McLachlan
- Senator James Paterson
- Mr Gavin Pearce MP
- Mr Rowan Ramsey MP, and
- Mr David Smith MP.

The JSCPL met privately on 20 October 2021 and 24 November 2021, and considered, inter alia:

- changes to the Parliamentary Library's Statement of Client Services
- implementation of the recommendations of the evaluation of client services
- Bills Digest Digital First Publication Pilot
- Report on Parliamentary Libraries pandemic survey
- Client Communication Plan, and
- Digital First publication trial.

The JSCPL also met informally on 4 August 2021.

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## Structure

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

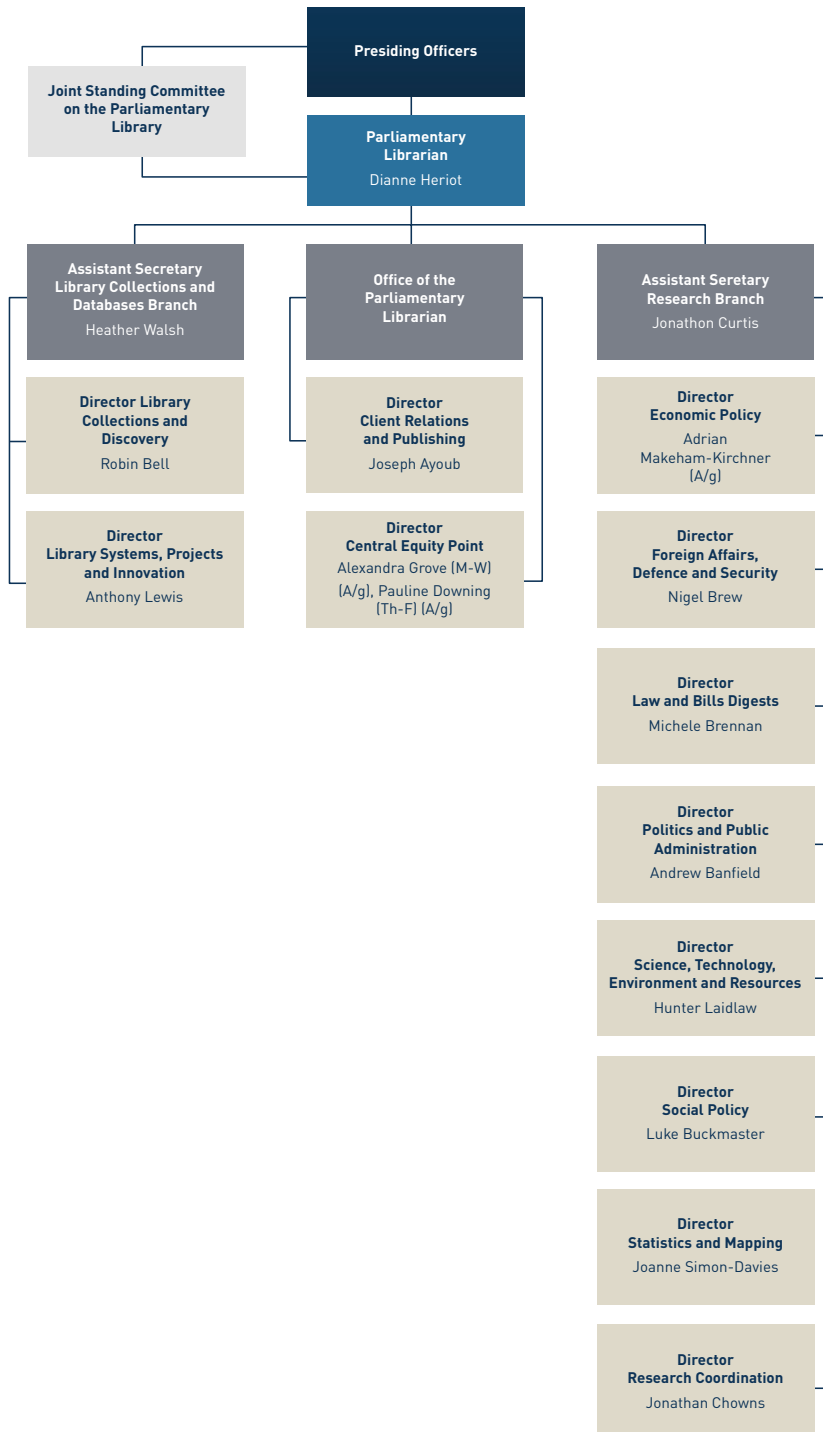
- Dr Dianne Heriot, Parliamentary Librarian
- Jonathan Curtis, Assistant Secretary, Research Branch, and
- Heather Walsh, Assistant Secretary, Library Collections and Databases Branch.

The Library's structure comprises:

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



FIGURE 9: Parliamentary Library organisational structure as at 30 June 2022



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## SUMMARY OF FINANCIAL PERFORMANCE

### Parliamentary Library Resource Agreement

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. The Agreement must be made between the Secretary and the Parliamentary Librarian and approved by the Presiding Officers in writing after receiving advice about its contents from the JSCPL.

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

The 2021–22 agreement was signed by the Parliamentary Librarian and Secretary DPS on 4 June 2021. The JSCPL considered it at its meeting of 18 June 2021 and resolved that the Joint Chairs write to the Presiding Officers recommending its approval. The agreement was approved by the Presiding Officers on 21 July 2021.

### Financial performance

The Resource Agreement 2021–22 provided:

- an operating budget of \$16.879 million
- a capital budget (used for the Library collection and minor capital projects) of \$3.795 million, and
- an average staffing level (ASL) of 140.77.

Actual expenditure was \$15.914 million in operational funding and \$3.335 million in capital funding.

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

Expenditure on the Library collection (supplier costs) in 2021–22 was:

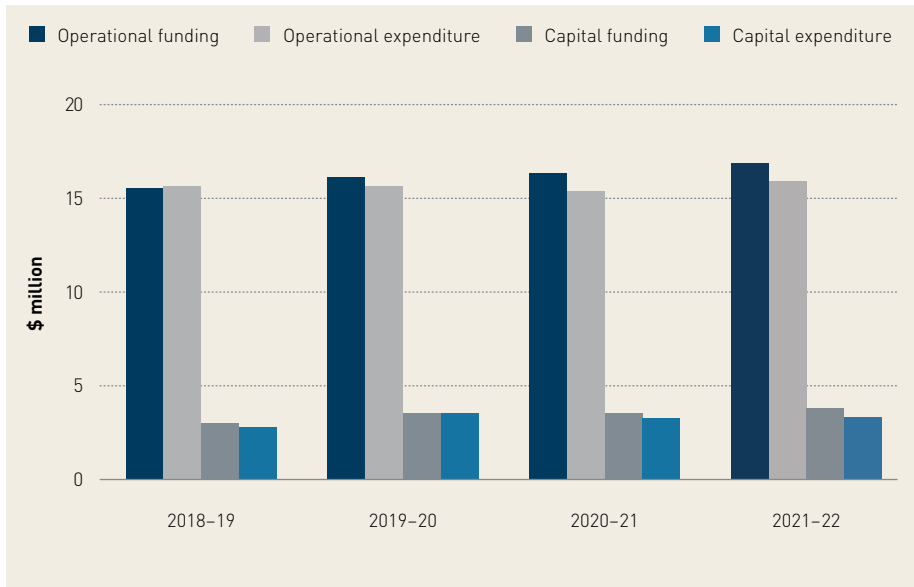
- information resources (including database and news services subscriptions) – \$2.414 million (operational funding)
- reference serials and monographs – \$0.359 million (capital funding), and
- press clips – \$0.122 million (capital funding).

The Library underspent on employee costs by \$0.847 million or six per cent. Though recruitment activity continued throughout the majority of the reporting period, the combination of COVID-19 restrictions and a highly competitive local employment market caused delays in filling positions. Recruiting slowed in the final quarter of the financial year in anticipation of the impact of the reduction in DPS' appropriation in the 2022–23 Federal Budget.

There was an 11 per cent underspend in capital, largely due to underspends in small library systems. Overspends in collection and database costs reflect a program of increased acquisitions to support clients working remotely (digital monographs are generally more expensive than print).

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

**FIGURE 10:** Parliamentary Library Budget and Expenditure 2018–19 to 2021–22



The Library collection is formally revalued every three years by an independent professionally qualified valuer, using the fair value principle. As at 20 April 2021, the fair value worth of the Library collection was \$6.422 million. This does not include the value of the Library's digital collection.

## Financial outlook

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

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## ACHIEVEMENTS 2021–22

### Delivering high quality library and research services

#### Preparations for the 47th Parliament

Preparations for the new Parliament were a focus of the Library's work for the last quarter of the financial year.

A cohort of 56 contact officers undertook 'refresher training' to ensure they were familiar with all the Library's services. After the election, a contact officer was assigned to each new parliamentarian. The program is an opportunity for Library staff to develop professional working relationships with clients—shown to be highly valued by clients in successive Library evaluations—and for clients to be fully apprised of Library services. Following the declaration of seats, new senators and members were congratulated and welcomed by the Parliamentary Librarian and introduced to their contact officer. Contact officers promptly reached out to their assigned parliamentarian (and state senators from 1 July 2022) to offer the Library's immediate assistance and present them with a personalised welcome pack which included the Library's guide to services and examples of key Library products.

The Parliamentary Librarian presented at the formal induction sessions for new senators and members and their staff, as well as meeting with parliamentarians in informal sessions. The Librarian also wrote to all returning parliamentarians to welcome them back to the 47th Parliament and to remind them of the Library's services, and this was followed up by Library researchers offering policy and legislative briefing sessions. Dedicated orientation and training sessions were also offered to new and returning parliamentarians' staff. By 30 June 2022, Library staff provided 14 orientation and training sessions to 94 participants. These initiatives continued in July ahead of the first sitting of Parliament.

Contact officers will continue to reach out to their assigned parliamentarian over the coming months as their office is established to ensure they are aware of and receiving the full benefit of Library services, and to seek feedback on the ways in which Library services can be tailored to meet their needs.

## Briefing Book for the 47th Parliament

As always for a new Parliament, the Library released its Briefing Book covering key issues that might be expected to arise over the course of the coming parliamentary term. Comprising 56 articles that span the full spectrum of Australia's public policy, this edition was notable for being the first time it was published in purely digital format (with the added benefit of enabling interactive features such as data visualisation and links to references). It was the most ambitious in scope with authors able to explore issues in greater depth than previous editions. The *Briefing Book* was published on the Australian Parliament House website in July 2022.

## Responding to the recommendations of the 2021 evaluation of the 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.

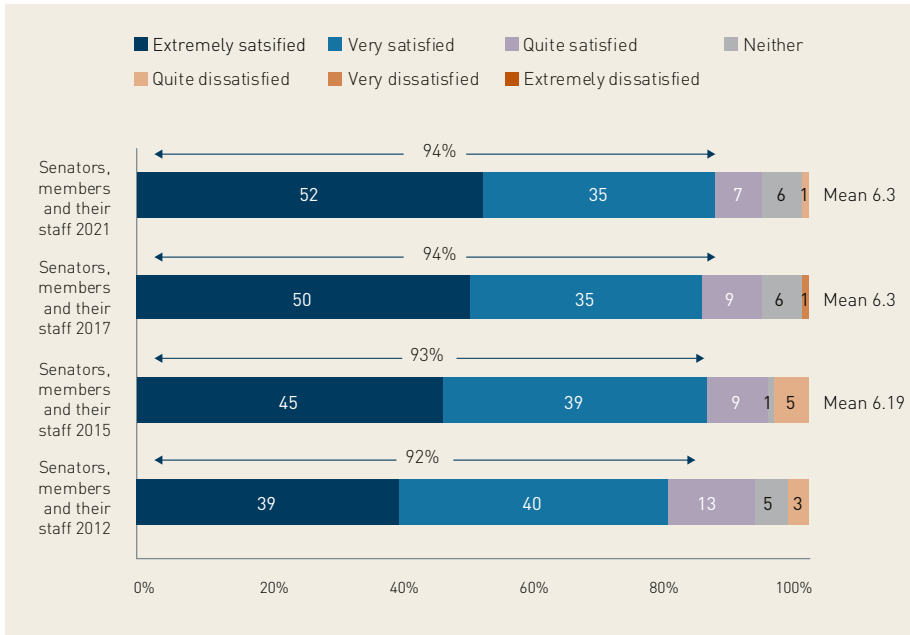
Completed in June 2021, the most recent evaluation found:

- satisfaction among parliamentarians and their staff remains high at 94 per cent
- trust in Library as a source of information also remains high at 99 per cent, and
- the Library's services are both well used and well regarded.

While such high ratings are pleasing, the evaluation pointed to areas requiring sustained effort or improvement; and the evaluators made 12 recommendations that addressed:

- client outreach
- orientation and training
- easier access to news services
- earlier provision of Bills Digest material
- research coverage, and better coordination of client advice, and
- tracking of client requests.

**FIGURE 11:** Satisfaction with the Library’s services



## Digital first publishing trial

This year the Library trialled several ‘digital first’ products, reflecting the wider trend for clients to access information on their devices. Digital first differs from digital publishing (which the Library has done for some time). Products written primarily for and used on digital devices are conceptually different from products written to be read on the printed page. Readers explore information via cascading links from a page rather than flipping through a printed document, a ‘skim, swim and dive’ style, working from the landing page.

Responding to the evaluation’s recommendation about earlier release of Bills Digests, the trial comprised a pilot of ‘digital digests’ delivered in two stages to a volunteer test group of clients (spanning a mix of all parties and independents, as well as Committee secretaries of both houses). This enabled clients, as well as Library staff to experiment with producing, publishing and using digital first documents. The trial proved successful, with the report of the trial identifying a number of lessons learnt that are being applied in the new Parliament.

## Client outreach and coordination

The evaluation recommended improvements to the frequency, structure and delivery of library sessions. The client evaluation also pointed to a need to continue face-to-face, phone and digital outreach services, particularly visits to Canberra offices, committee secretariats and electorate offices. In 2021–22 sustained efforts were made to improve client outreach and training. This included delivering a varied training program. The Library delivered training sessions tailored to client's roles including, media advisors, electorate officers and committee staff sessions, in addition to online 15 minute overview sessions. Tailored sessions were well attended with 66 electorate officers and 30 media advisors in attendance across two sessions. Committee sessions were also well attended with 38 participants in 2021–22. In recognition of the demands on staff, these sessions were also recorded and are now available on demand. Fifteen minute online overviews were regularly scheduled throughout the year and increased in frequency on sitting weeks. These sessions proved popular for time-poor staff.

Although snap border closures remained a feature of Australia's response to the pandemic in 2021–22, the Library was still able to visit 19 electorate offices across three states, New South Wales, Victoria and Tasmania, providing tailored training to 55 participants. The electorate office visits present a valuable opportunity to foster professional working relationships with the Library's clients and better understand the needs and demands on electorate office staff.

A core focus of 2022–23 will be on maintaining and increasing our level of outreach and engagement with parliamentarians, particularly in light of the expanded crossbench.

## Other initiatives

To improve coordination across research teams, particularly in the management of complex requests, we began to trial a new position to focus on coordinating complex multi-disciplinary client jobs that require an intensive degree of negotiation with clients and inputs from across the branch. The recent client survey identified this as something we could do better and also reflects the growing trend towards these types of requests.

Work also began on a project to make our web and intranet pages more user friendly and our online services more easily discoverable, with client consultation to commence early in the 47th Parliament.

## Client requests

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

In the reporting period, the Library provided 7,227 such advices and spent 38,115 hours in their preparation.

**TABLE 8:** Client requests completed in 2021–22

Source	2021–22
Senators	2,262
Members of the House of Representatives	3,961
Parliamentary Committees	151
Departments, reciprocal arrangements and other	853
<b>Total</b>	<b>7,227</b>

This metric is further discussed in the performance report.

## Research publications

In addition to responding to client requests, the Library also produces general distribution publications which range from short, topical blog posts to Bills Digests that provide senators and members with an impartial and independent explanation and commentary on Bills as they come before the Parliament.

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

The Library published 302 publications during the reporting period.

Reflecting the priority placed by the Library on supporting the legislative and chamber work of the Parliament, the largest single category of publication was Bills Digests. The 2021 client evaluation of Library services found that 92 per cent of parliamentarians and their staff used the Library's research publications, a five per cent increase since the previous evaluation.

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



## Budget review

Each year the Library provides analysis and support to the Parliament in their consideration of the federal budget. The Budget Review 2022 contained some 42 articles covering key issues from portfolios down to specific measures but also reflects our growing capabilities in data collection and visualisations with interactive charts as well as publication of curated datasets such as the Historical Australian Government Data giving longer-term historical data and charts to facilitate longer-term comparisons.

The Library also delivered its usual tailored training in navigating the budget papers to groups of clients, with different sessions able to focus on areas of interest identified by the groups.

## Building data and visualisation capabilities

An area of ongoing importance for the Library is expanding the capability and depth of our data analysis and digital services. A long running publication of the Library has been the Monthly Statistical Bulletin, which in 2021–22 was updated to a new product, the Key Economic and Social Indicators Dashboard (KESI), that contains a selection of the latest economic and social statistics, in an interactive dashboard that allows easy access to key statistics.

We also commenced a new service to keep our clients informed of the latest statistical reports with the monthly 'What's new in statistics' as well as via the datasets we have on the Library portal, for example, the latest labour force statistics, election results, payments and allowances and, from June 2022, the latest Census data from the ABS by Commonwealth Electoral Division.

One of the key value-adds for parliamentary clients is that the Library is able to provide many of these data sets that are searchable by electorate, a matter of crucial interest for parliamentarians seeking to better understand their own electorates. A wide selection of the most commonly requested of these are provided on the Library portal, enabling clients to do searches themselves.

As noted, Tableau charts and maps have been also used to provide interactive charts in three of our flagship products: the 2022 Parliamentary Library Briefing Book, the 2021 Budget Review and the 2022 Election Results Map by Electorate. The Library has plans for a range of further products and services that can utilise the potential of data that we hope to pursue over the coming year.

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## Lectures and seminars

As in previous years, the Library delivered a wide ranging program of lectures and seminars, reflecting the breadth of Parliament's policy agenda. Once again, the focus was on online delivery due to uncertainties created by the pandemic. Although the program was affected by COVID-19 related shutdowns, and the election, we still hosted 19 lectures and webinars in 2021–22. The Library utilised Auslan translation for the first time for its public lectures, and in the upcoming year will explore the potential of live captioning.

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

### A Library collection curated to meet the needs of Parliament

The Library's collection is carefully managed to ensure it remains relevant to clients' needs and that we get best value from our acquisitions budget. It is a steady state collection, maintained at around 153,000 monograph titles and some 52,000 individual print journal titles. There are just under 102,000 electronic monograph and journal titles. The Library also subscribes to a number of large aggregated services and provides access to material created by the Library (such as research publications and digitised material).

The Library purchases electronic versions of materials in preference to print/hardcopy so that parliamentarians have access to this information regardless of time or location. In 2021–22 around 85 per cent of the collection budget was spent on electronic resources. Over 90 per cent of serial titles and over 36 per cent of monograph titles are available in full text online. Recognising that we cannot meet every need from the Library's own collection, we supplement it as necessary through interlibrary loans, particularly from the National Library of Australia.

Expenditure on the Library collection in 2021–22 amounted to almost \$3.2 million (operational and capital funding, including capitalised salaries). (This figure does not include expenditure on media monitoring services.)

Almost half of the collection is now in digital format; and a large portion of that is sourced on a subscription basis from overseas based suppliers. Accordingly, the Library's purchasing power is affected by fluctuations in the value of the Australian dollar. Throughout 2021–22, acquisition staff negotiated with domestic and international vendors to ensure subscriptions were renewed at the best price possible.

## Enhancing digital access and service

The Library continues to increase the range and depth of its digital resources so that senators and members can access collection material regardless of time or location. We have had for several years a 'digital first' acquisition policy which has served us well over the past 12 months with clients and staff alike transitioning between office based and remote work arrangements.

Due to early high uptake, in 2021–22 the Library expanded its trial with audiobooks in the Overdrive platform, now with 305 titles available. This service allows clients to listen to audiobooks on their mobile devices in the 'Libby' app wherever they have internet access and download for later use where connection is difficult.

We have also continued our work to make collection material easier to access and use. Notably this year the Library has enabled Single Sign On access on additional products including Westlaw and Proquest Ebook Central. This access allows for easier remote access and greater personalisation, improving the value proposition of our continued investment in these products.

## Electronic media monitoring

The Library's in-house Electronic Media Monitoring Service (EMMS) records radio and television news and current affairs broadcasts. Clients are able to access these recordings on a self-service basis, or contact the Library team for assistance or to request programs that are either outside the broadcast area or are not normally recorded. The service is tailored to the needs of senators, members and their staff, and enables quick response times for client requests. The EMMS team pride themselves on having all recorded programs quality assured, enriched with metadata and available almost immediately after airing. Unsurprisingly, the election period saw a significant increase in both the amount of relevant programming and in the number of requests for content. Following an election, EMMS staff familiarise themselves with the new faces and voices of senators and members so they can be quickly identified in recordings and added as searchable metadata to aid discovery.

## Library collections and discovery

Print news articles and press releases are also captured in-house and made available through ParlInfo Search. Elections see a substantial increase in relevant media content. The Library Databases team ensured that content from major newspapers was available by 7:30am each day, and devoted extra resources to capturing additional regional news and candidate press releases.

Following the election, the team also closely monitored the election results and declarations, as they play a role in enrolling new senators and members in parliamentary business systems. The Digital Resources team prioritised the created of Isentia Mediportal accounts for new members for inclusion in orientation and welcome packs.

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## **Digitisation and digital preservation**

Digitisation of contemporary and historic records remains a high priority for the Library, with significant milestones having been achieved since the digitisation program began in 2014–15. Previous financial years saw the digitisation of the historic press releases, the Prime Ministers' collections, biographical 'condolence' packs and the Parliamentary Papers Series 1901–2012 as well as the Library's own research publications.

## **Collaborative projects**

The Library has now completed its multi-year collaboration with the Office of Parliamentary Counsel to digitise, quality assure and publish to ParInfo the Bills and Explanatory Memoranda introduced in the House of Representatives from 1901 to 2001 and the Senate from 1901 to 1998.

The project was paused in the second half of 2021 due to COVID-19 lockdown restrictions in the ACT but recommenced in January 2022. By the end of the financial year, the project team had processed 1,152 records from 1996–2001 from the House of Representatives and 2,045 records from 1901–1998 of the Senate.

The complete collection includes 11,753 Bills and 3,442 Explanatory Memoranda from the House of Representatives and 1,527 Bills and 473 Explanatory Memoranda from the Senate.

## **Royal Commission on the use and effects of chemical agents**

In the last quarter of 2022, the Library received a request for access to the Commonwealth Reporting Service transcript of proceedings of the Royal Commission on the Use and Effects of Chemical Agents on Australian Personnel in Vietnam which were held in our collection. On finding the transcripts were not otherwise readily accessible, we adjusted our schedule of work to include this in our 2021–22 digitisation program. In all, 6000 pages were scanned, Optical Character Recognition applied and made available online via the Library's catalogue, making the eight volumes easily accessible for the first time. (The transcripts do not include any in-confidence evidence.) The digitised transcript compliments the nine volume official report of the Royal Commission which the Library had previously digitised. The Australian War Memorial Research Centre has also been made aware of transcripts now being available for online access.

## Data remediation

The Library has not only been turning print collections into digital: it has also been assessing older digitised collections for their ongoing accessibility and utility as digital processes improve. In 2021–22, progress was made on the Historic Hansard remediation project. Last year’s annual report noted that Library staff developed a software tool to facilitate remediation work to improve navigation within and searchability of historic Hansard files. The tool aids staff in addressing errors in a number of XML files for Hansards 1901–1980, which had been digitised in 2009–10. The errors are primarily missing fragments or errors in attribution or in procedural headings due in large part to changes to the format of the parliamentary debates over the years which creates difficulties for structuring XML schema and ensuring consistency in metadata. This year staff have remedied 2,237 sitting days or 23 per cent of records. This same quantity of work would have taken nearly three years of staff time to complete without the aid of the software tool. This project activity will continue into the new financial year.

## Information files

The Parliamentary Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. Over the past several years, the Library has been digitising its significant archives of paper material that constitute a unique collection relating to Australia’s political and public policy history dating back to the 1940s and 1950s. Clippings from Australian and overseas newspapers and journals, press releases, bibliographies, parliamentary speeches and questions were collated to form comprehensive subject files. Separate files were also produced for each parliamentarian, with their speeches and questions indexed chronologically as well as a separate series of files for each ministry.

As mentioned previously in this annual report the Information Files project has been in progress for a number of years. In 2021–22, 1.01 million records were quality assured and uploaded to ParlInfo Search. This equates to 16 per cent of the overall records to be quality assured. This multi-year project is expected to be completed in the 2022–2023 financial year.

## News and Current Affairs Broadcasts Digitisation

Since 2014–15 the Library has been digitising a large selection of pre-2004 radio and television news and current affairs programs held on vulnerable audio cassette and VHS tapes. In many cases these are unique holdings, as the television stations that originally produced them no longer keep archival footage. Access to this content is protected by copyright and is restricted to parliamentarians. In 2020–21, the Library completed the 5000 hour target for its first phase of digitisation efforts from the over 13,000 VHS tapes and over 20,000 audio cassettes. However, in order to further enhance the collection, in 2021–22 another 3,200 hours of significant and relevant programming was successfully digitised from these tapes. In addition, numerous special event tapes and cassettes were also digitised including Centenary of Federation and Library Vital Issues Seminars. The project will continue into the next year and verify all relevant content has been digitised before disposing of the physical tapes and cassettes.

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## Supporting the parliament's engagement with the community and with parliamentary strengthening activities

### Parliamentary tradition: the signing of the Parliament's Bible

In March 2022, the President of the Senate, Senator the Hon Slade Brockman, and the Speaker of the House of Representatives, the Hon Andrew Wallace MP, added their names to the roll of Presiding Officers in the Parliament's Bible.

A little-known part of parliamentary history, the Bible (and the lectern on which it stands) was presented to the Parliament by Governor-General Sir Ronald Munro Ferguson in 1919 on behalf of the British and Foreign Bible Society of Victoria. The gift was intended as a memento of the 'signing of the peace' and the end of the 'World Wide War of 1914–1919'; and the presentation occurred while the Parliament debated motions on the Treaty of Versailles which had been signed in June that same year.


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

What makes the Bible a particular treasure is that it contains the signatures of all the Presidents and Speakers of the Parliament of Australia. (A number of the signatures of early presiding officers were taken from other documents and pasted in). According to a 1932 newspaper report, this tradition began in the early 1930s at the behest of Parliamentary Librarian Kenneth Binns, and sufficient additional pages were added to accommodate an estimated 200 years' worth of signatures.



Speaker Andrew Wallace and President Slade Brockman add their signatures to the roll of Presiding Officers in the Parliament's Bible

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Presidents of the Senate.	Speakers of the House of Representatives.
<i>Mr Baker.</i> 9 <sup>th</sup> May 1901 to 8 <sup>th</sup> November 1906	<i>F. C. Holden</i> 9 <sup>th</sup> May 1901, to 23 <sup>rd</sup> July, 1909.
<i>A. B. Stewart</i> 20 <sup>th</sup> February 1907 to 1 <sup>st</sup> July 1910	<i>Walter Salmon</i> 28 <sup>th</sup> July, 1909, to 1 <sup>st</sup> July, 1910
<i>H. Turley</i> 1 <sup>st</sup> July 1910 to 23 <sup>rd</sup> April 1913	<i>Charles McDonald</i> 1 <sup>st</sup> July, 1910, to 23 <sup>rd</sup> April, 1913
<i>W. G. D. G. G. G.</i> 9 <sup>th</sup> July, 1913, to 30 <sup>th</sup> June, 1926	<i>Elliot Johnson</i> 9 <sup>th</sup> July, 1913, to 30 <sup>th</sup> July, 1919
<i>Sir John Newlands K.C.M.G.</i> 1 <sup>st</sup> July, 1926, to 13 <sup>th</sup> August, 1929	<i>Charles McDonald</i> 8 <sup>th</sup> October, 1919, to 14 <sup>th</sup> June, 1927
<i>Walter Kingzett</i> 14 <sup>th</sup> August 1929 to 30 <sup>th</sup> August 1932	<i>Elliot Johnson</i> 11 <sup>th</sup> June, 1927, to 28 <sup>th</sup> February, 1932

The Roll of Presiding Officers in the Parliament's Bible

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## The Parliamentary Handbook Online

June 2022 also saw the release of significant enhancements to the *Parliamentary Handbook Online*, our flagship reference source on the Australian Parliament.

Previous annual reports noted the development and beta releases of the online *Handbook*. It is now a searchable database, enabling easy access to detailed information about Parliament, for example: the parliamentary service and political careers of current and former senators and members; and information on ministries/ shadow ministries, electorates, and parliamentary committees. New features include the capacity to download CSV data files and consume and process large-scale data in real time via Application Programming Interfaces.

The most recent release of the *Parliamentary Handbook Online* saw the addition of new datasets, including:

- elections and by-elections
- referenda and plebiscites
- governors-general, and
- statutory office holders.

It now enables ‘canned’ searches of a range of service and demographic data including length of service, parliamentarians who have served in both chambers, women in parliament, and party representation by Parliament. It also includes an advanced search feature enabling users to combine multiple search criteria across all parliamentarian data. Additionally, electorate boundaries can now be viewed and overlaid with previous versions to visually demonstrate changes over time.

A major focus over the reporting period was quality assuring over 13,000 instances of parliamentarians’ committee membership from Federation to the 44th Parliament. As a result, 2,278 new committee service records were added to our internal database, and 3,512 existing records were amended. The *Parliamentary Handbook Online* now contains the most complete consolidated record of committee memberships available for the Commonwealth Parliament. Work on enhancements continues, with the next release scheduled for late August 2022.

As part of the Library’s preparations for the 47th Parliament, a streamlined, digital process was developed to allow new senators and members to provide their biographical information online from any location.



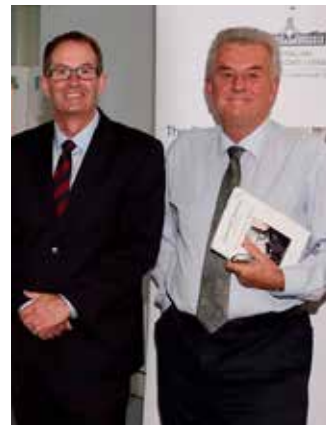
### *The 'First Eight' project*

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

In March 2022, Canberra historian, and Parliamentary Library Associate, Dr David Headon delivered a public lecture on Prime Minister John Christian 'Chris' Watson, who led the world's first national Labor government. In a first for the Parliamentary Library, the event was introduced by Joint Chair of the JSCPL Ms Anne Stanley and interpreted in Auslan by Mr Mikey Webb, both of whom participated remotely. The assistance of colleagues from Parliamentary Broadcasting in enabling this, and also the live broadcast of the event, is much appreciated.

On 10 March 2022, Dr Headon presented the lecture 'So much more than a prime minister: Andrew Fisher (1862–1928)' at the National Archives of Australia as part of the 'First Eight' project. March also saw the launch of Dr Headon's third monograph in the First Eight Series, *Edmund Barton – His Own Particular Harvest*, by Speaker of the House of Representatives, Mr Andrew Wallace.

The Watson lecture and Barton monograph are both available online; and all of the 'First Eight' project monographs are also available from The Parliament Shop. The monograph on Chris Watson will be available in 2022–23.



Left: Dr David Headon, Ms Anne Stanley MP and Auslan Interpreter Mr Mikey Webb at the John Christian 'Chris' Watson – A Great Pioneer lecture; Right: Dr David Headon and the Speaker of the House of Representatives, Mr Andrew Wallace MP at the launch of *Edmund Barton – His Own Particular Harvest*

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## Historical Memorials Collection Project

In 2021–22 the Parliamentary Library completed a collaborative project to help commemorate the 110th anniversary of the Parliament’s Historical Memorials Collection (HMC).

The HMC is Australia’s longest-running commissioning art collection. Founded by Prime Minister Andrew Fisher in 1911, the collection features portraits of federal parliamentary, judicial and vice-regal figures, and of events and people of particular significance in the Parliament’s history.

In collaboration with the departments of the Senate and the House of Representatives and with the DPS Art Collections team, the Library produced a series of short monographs featuring the portraits and brief biographies of each artist and sitter. Five monographs, on Monarchs and Governors-General, Prime Ministers, Speakers of the House of Representatives, Presidents of the Senate and High Court Justices, were released in March 2022. A further volume, Parliamentary Firsts – People and Events will be released in August 2022. The biographies have been incorporated into the Parliamentary Handbook Online and are being used to enhance exhibitions and information available to visitors to Parliament House and to [aph.gov.au](http://aph.gov.au).



The Historic Memorials Collection

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## Summer scholarships and intern programs

Due to COVID-19 related constraints, the Library did not offer its Summer Scholar research or either of its intern programs; but anticipates a return to normal involvement in the coming year.

## Parliamentary Library Associates

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

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

In 2021–22 Dr Alison Alder, formerly an Associate Professor at the ANU College of Arts and Social Sciences, concluded her term as a Library Associate. Dr Alder completed a series of prints depicting Australian Prime Ministers from James Scullin to Ben Chifley – a successor to her 'one-to-eight' series on Australia's first prime ministers produced as part of a fellowship with the Australian Prime Ministers Centre. We hope to launch the series later this year.

## National and international professional networks

The International Federation of Library Associations and Institutions (IFLA) is the leading international body for library and information services. The Library and Research Services for Parliaments Section (IFLAPARL) brings together specialist legislative information services from around the world. The Assistant Secretary Research Branch continued his role as a member of the Standing Committee administering IFLAPARL. Over the year he was involved in organising and chairing webinar sessions. IFLAPARL continues to act as a focal point for distributing information from parliamentary research services about the pandemic.

The Library remains 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, of which the Parliamentary Librarian is Secretary.

The Library continues to manage the APLA website and that of the Association of Parliamentary Librarians of the Asia Pacific. A new website design for both organisations will be released in the new financial year.

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## **Assistance to other parts of DPS and other parliamentary departments**

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 878 titles (31 in 2021–22), helping ensure that The Parliament Shop is the 'go-to' place for politically themed books. This was the final year of this arrangement as the Shop implements its new retail strategy.

The Library also provided specialised indexing services to DPS for the 2020–21 annual report. The use of in-house Library skills to achieve this legislative requirement further contributes to the Library's performance measure of supporting the Parliament's engagement with the community.

## **STRENGTHENING OUR STAFF CAPABILITIES**

### **Training and staff capability**

In 2021–22 a number of staff across the Library completed Certificate IV Procurement and Contracting training to ensure strong skills are developed and maintained for the procurement of collection materials and other services in the Library. The training was offered as an apprenticeship program and done onsite and online by CIT Solutions meaning that the staff were able to apply learning to their work straight away. The program wrapped up in late June 2022 with staff being able to cite their work-based activities for their final accreditation.

This year saw a return of conferences and a number of staff took advantage of this professional development opportunity. The Australian Library and Information Association (ALIA) National Conference 2022 took place in Canberra this year. A large contingent of staff was able to take advantage of the training and professional development that focused on the theme of diversity. Conference participation ensures a big return on investment, with a rise in morale and an increase in capability of staff, as a result of training, networking and vendor engagement. A number of staff took advantage of meeting with vendors to discuss current products and preview new products that could be acquired for our clients' use.

The Library continued to support professional library staff within the studies assistance framework as they gained or upgraded qualifications in various professional library streams. Several Library staff have obtained industry certifications in project management fields that are directly applicable to their day-to-day work management.

A number of Library staff participated on parliamentary interdepartmental working groups during the year. The Archival Storage working group transitioned to a community of practice arrangement. The community of practice conducted tours of all archival storage across Australian Parliament House and worked on increasing member's capability around collection disaster management plans. The collaboration on these working groups increases staff capability and the sharing of knowledge across the parliamentary departments as well as addressing critical issues of collection maintenance whether in print or digital format.

In May 2022 a number of staff in the Parliamentary Library have commenced training as part of the Women in Leadership Mentoring Program to mentor more women into leadership roles. The program will continue into 2022–23.

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

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## WORKFORCE ISSUES

### Overview

At 30 June 2022, the Library's workforce comprised 151 staff (by headcount):

- Office of the Parliamentary Librarian – 14 employees (11.5 FTE)
- Library Collections and Databases Branch – 49 employees (47.6 FTE), and
- Research Branch – 88 employees (79.9 FTE).

During the financial year, the Library's workforce:

- increased slightly in FTE (from 136.0 at 30 June 2021 to 139.1 at 30 June 2022), 27 (17.88 per cent) of whom were non-ongoing, and
- had a median age of 46 years (down slightly from 47 years in 2020–21).

### Age profile

At 30 June 2022, 25.8 per cent of the Library's ongoing employees were aged 55 years and over; a further 25 per cent will move into that age cohort within the next 10 years. The age profile of the Library's ongoing employees remains older than that of the Australian Public Service (APS); the proportion of ongoing employees aged 55 years and over (25.8 per cent) is much higher than that of the APS (19.3 per cent).

The Library's relatively older age profile has been evident for some years, but is less pronounced than it was just over a decade ago; the proportion of ongoing employees aged 45 years and over fell from 71 per cent in 2009 to 54 per cent in 2021 and is currently at 50.8 per cent in 2022.

### Classification

Given the nature of much of the work undertaken in the Library, the classification profile remains concentrated at PEL 1, with 44.35 per cent of ongoing employees being at the level – the majority of whom are in Research Branch. In contrast, only 20.5 per cent of ongoing APS employees are at the equivalent EL 1.

The proportion of employees at middle management (PEL 2) is 8.9 per cent which is slightly lower than the APS average of 9.4 per cent of ongoing employees.

Another measure of classification profile is span of control: at June 2022, the Library had 10.1 per cent ongoing employees at lower classifications for each PEL 2, similar to 9.3 for the APS.

## Employment status

As noted earlier, the Library's non-ongoing workforce at June 2022 accounted for 17.88 per cent of all employees, 3.12 percentage points lower than June last year.

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 underway. 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 higher than in the APS (12.5 per cent), reflecting the sessional nature of many of our work patterns. The Library continues to maintain its temporary employment register to support this demand.

## Recruitment

During 2021–22, there were 27 new external employees recruited – nine were ongoing – and the remainder were engaged on a fixed-term or sessional basis:

- Research Branch recruited 15 new employees (six ongoing and nine non-ongoing), and
- Library Collections and Databases Branch recruited 12 new employees (three ongoing and nine non-ongoing).

## Separations

Thirty-two staff left the Library during 2021–22, 20 were ongoing employees and the remainder were non-ongoing on fixed-term or sessional contracts. The most common separation type for ongoing employees was a transfer to the Australian Public Service (where DPS employees have mobility).

For all staff, the separation rate was 21.19 per cent, an increase from 10.4 per cent the previous year and comparable to the 21 per cent recorded in the year ending 30 June 2019. For ongoing staff, the separation rate of 16.13 per cent was higher than that for the APS (7.27 per cent during the 2021 calendar year).

**TABLE 9:** Separation by organisation unit

<b>Separation method</b>	<b>Branch</b>	<b>Ongoing</b>	<b>Non-ongoing</b>	<b>Total</b>
<b>Age retirement</b>	Research	2		2
	Office of the Parliamentary Librarian	1		1
<b>End of contract or end of temporary transfer from APS</b>	Research		5	5
	Library Collections and Databases	1	2	3
	Office of the Parliamentary Librarian		1	1
<b>Promotion or transfer to APS or Parliamentary Service</b>	Research	6		6
	Library Collections and Databases	3		3
	Office of the Parliamentary Librarian	1		1
<b>Resignation</b>	Research	2	3	5
	Library Collections and Databases		1	1
	Office of the Parliamentary Librarian	2		2
<b>Voluntary retrenchment</b>	Library Collections and Databases	2		2
<b>Total</b>		<b>20</b>	<b>12</b>	<b>32</b>



## PERFORMANCE REPORT

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

- Research services: these services include responding to requests from individual parliamentary clients and committees for information and research, and the production of print and electronic publications, and
- Library collections and databases: information services are provided to the Library's clients by acquiring and providing access to information resources, including through the selection and processing of material for library and media databases in ParlInfo Search.

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

Progress in key projects identified in the Library's Business Plan 2021–22 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.

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

### Methodology

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

- percentage of clients using the Library's services
- customer satisfaction
- number of completed client requests
- number of publications produced
- attendance at training courses and events
- timeliness of research and library services
- percentage of the collection available online, and
- use of the Library's collections and databases and the Isentia Mediportal.

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 2020–21. Data regarding the number of publications produced is obtained from the APH website and ParInfo Search.

Data relating to visits to the Library client portal (intranet) are captured by Sitecore's engagement analytics. The Library currently uses Google analytics and Splunk web-analytics application to analyse statistics for use of publications and collection items. A manual count is used to report on attendance at training 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.

## Crosscutting performance measures

**TABLE 10:** Service usage and client satisfaction measures

Measure	Performance			
	2017–18	2018–19	2019–20	2020–21
<b>Percentage of primary clients using the service</b> <b>Target: 100%</b>	100%	100%	100%	100%
<b>High level of client satisfaction</b> <b>Target: 95%</b>	94% <sup>1</sup>	94% <sup>2</sup>	94% <sup>3</sup>	94% <sup>4</sup>
<b>Number of complaints from clients remains low</b>	0	0	1	0

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

2 Ibid.

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

4 Ibid.

In the final year of the 46th Parliament (2021–22), all the Library’s primary clients (parliamentarians and their staff, including ministers) used the Library’s services at least once, the great majority being repeat users.

As noted above, a formal evaluation of the Library’s services is commissioned each Parliament. The evaluation for the 46th Parliament was completed in 2021. It found that, overall, the Library is performing very well and is highly valued, receiving high ratings in satisfaction and willingness to recommend. With all its services found to be well used, it is providing the services people need and want through a variety of channels and to high quality. Satisfaction among senators, members and their staff remains high (94 per cent) and is consistent with previous years. Importantly, the significant increase in the proportion of those who were extremely satisfied in 2017 was maintained and 100 per cent would recommend the Library to a colleague. Responsiveness, professionalism, and high-quality research were all cited as reasons for satisfaction. The Library continued to score well against all performance measures for responding to requests. COVID-19 appears to have had little impact on perceived quality of services. The qualitative research indicated that most people continued to use the Library via email or phone during the pandemic period and found it as responsive and professional as always.

This is consistent with feedback received in the Library Executive’s meetings with parliamentarians, during electorate office visits, and with spontaneous feedback received from clients throughout the reporting period.

The Library received no complaints in 2021–22.

## Client outreach, training and seminars

TABLE 11: Client outreach, training and seminars

Deliverable	Measure	Performance			
		2018–19	2019–20	2020–21	2021–22
<b>Client training and seminars</b>	Participation in training courses and events (e.g. Vital Issues Seminars/webinars) Target: 500	688	966	841	1075

During the year, individual and small group induction and orientation services continued to be successful in providing parliamentarians and their staff a timely and detailed introduction to Library services. Due to the continuing impact of COVID-19, these sessions were delivered remotely as well as in Parliament House. The Library also recommenced its program of electorate office visits, visiting 19 offices in Tasmania, regional New South Wales, and Victoria.

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The Library also continued its active program of outreach to staff of parliamentary committees.

As noted previously, outreach to new and returning parliamentarians and their staff was a focus in the final month of the financial year.

The Library continued its enhanced program of online lectures and seminars, increasing the number of events to enable parliamentarians and their staff the opportunity to hear, first hand, expert opinion on a broad range of topics. The provision of live-streaming of these events at Parliament House continues to be well received.

The following lectures and roundtables were offered in 2021–22:

- *William Cooper: An Aboriginal Life Story*, Professor Bain Attwood
- *Digital transformation of the media environment—from social media to automation*, Professor Jean Burgess FAHA FQA
- *Australia's Southern Flank—Antarctica*, Dr Liz Buchanan
- *Budget special—threats to and opportunities for the Australian economy*, Dr Sarah Hunter, Nick Marro and David Pearce
- *Does political polling still deserve our trust?* Professor Simon Jackman, Darren Pennay and David Coletto
- *A Great Pioneer—John Christian 'Chris' Watson*, Dr David Headon
- *Maritime law issues in the South China Sea*, Dr Cameron Moore
- *Blockchain—the technology and what it means for Australia's economy*, Professor Jason Potts
- *Corporate income tax in Australia—future policy directions*, Professor Bob Breunig
- *Knowledge gained, knowledge shared—our voices from the past*, Danusha Cubillo and Michael Bell
- *Biometric technologies—future directions and risks*, Mark Andrejevic and Jackie
- *First Peoples' Assembly of Victoria and the Yoo-rrook Justice Commission—Steps towards Truth-telling*, Geraldine Atkinson, and Marcus Stewart
- *Australia's space industry—opportunities and workforce needs*, Dr Brett Biddington
- *How is GST revenue distributed to states and territories?* Jonathan Rollings
- *Strategic competition in the arctic*, Dr Liz Buchanan
- *Fiscal Sustainability*, Dr Stein Helgeby
- *Global Heating*, Professor Andy Pitman, and Professor Lesley Head
- *China's geostrategic outlook*, Professor John Fitzgerald
- *NAIDOC Week 2021—a conversation on Indigenous knowledge and perspectives*, Mr Craig Ritchie, and Professor Lynette Russell.

Most are available for download from the APH website.

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

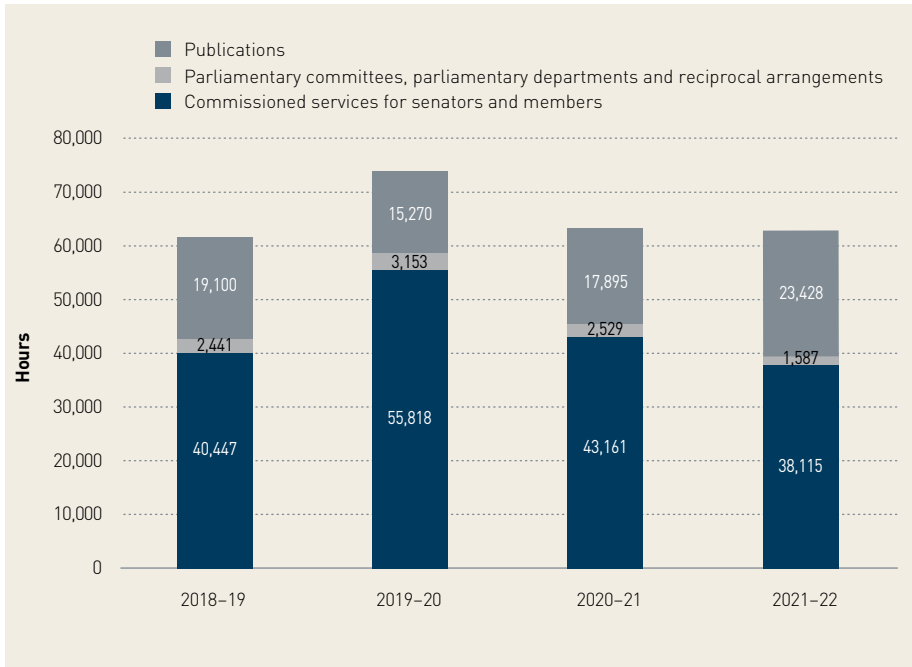
**TABLE 12:** Research services – deliverables

Deliverable	Measure	2018–19	2019–20	2020–21	2021–22
<b>Individual client requests</b>					
<b>Individual client requests</b>	Number of individual client requests completed. Target: 11,000	10,299 <sup>1</sup>	11,472	9,041	7,227
	Client service delivered to timeliness service standard. Target: 95%	99.71% <sup>2</sup>	99.89%	99.82%	99.93%
<b>Self-service requests</b>	Number of online uses of the Parliamentary Library's publications, including the <i>Parliamentary Handbook</i> , through ParlInfo and the Internet. Target: 5.4m	7.9m	9.0m	11.35m	10.06m
<b>Publications</b>	Number of publications produced. Target: 260	385	302	295	302

1 Target 13,000

2 Target 90%

**FIGURE 12:** Distribution of client service hours by service type 2021–22



## Client requests

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

Library services continue to be rated very highly, clients recognise the value-add is very difficult, if not impossible, to gain elsewhere. Many respondents in the evaluation noted their increased demand for Library services and ever-shortening timelines.

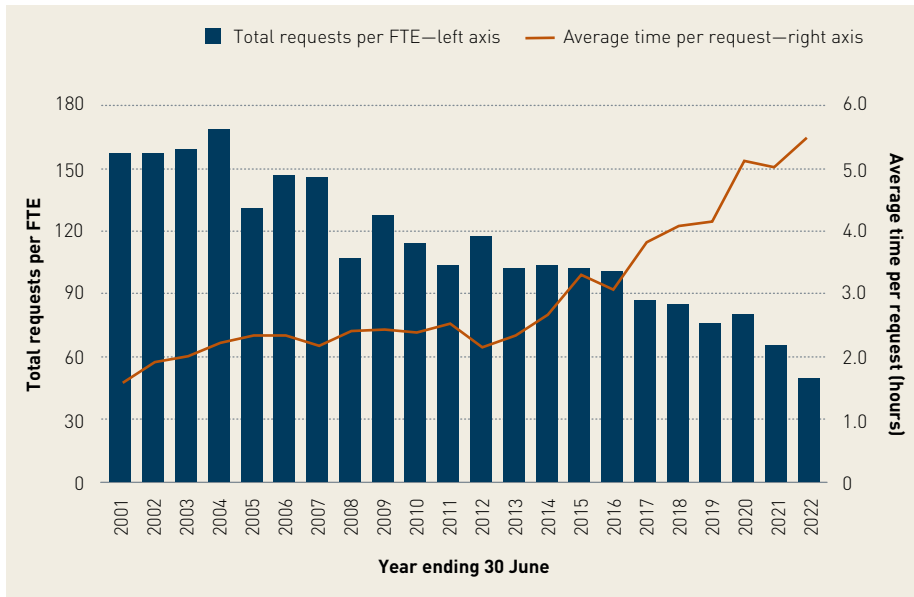
The KPI for individual client requests describes the number of requests completed in a particular financial year, not the number received, with jobs in progress remaining in the system at 30 June. Complex, multipart requests are generally recorded as a single client job, although they may require significant and discrete input from researchers in different sections.

The Library answered 7,227 individual client requests in 2021–22, considerably below the annual target and reflecting in part a reduction in demand and in part the prorogation of Parliament and dissolution of the House of Representatives on 11 April 2022. (The Library’s client load has traditionally been lower in election years – as discussed below).

The Library met its timeliness target for commissioned research, with over 99 per cent of client requests answered within the agreed timeframe (target: 95 per cent).

Comparisons of the number of jobs and hours across financial years should also be made with regard to associated changes in staffing levels from year to year. Further insight is provided by analysis of hours spent on client jobs by FTE.

**FIGURE 13:** Client requests – relative indicators



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

The recent evaluation of the Library's services found that publications are well used by both parliamentarians and their staff and by committee staff (92 per cent and 91 per cent respectively).

In 2021–22, the Library issued 302 new or revised research publications. Hours spent on publications increased when compared to the previous financial year (23,428 compared to 17,895 in 2020–21), reflecting the decreased number of client requests completed. The online use of Parliamentary Library publications remained high (10.06 million against a target of 5.4 million).

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## Bills Digests

Bills Digests provide an independent analysis of legislation before the Parliament. Of all Library publications, they remain the most heavily used and most keenly awaited. Every effort is made to produce a Digest for every Bill where it is considered it would add value by providing:

- independent analysis, background information and additional perspectives not provided in the explanatory material associated with the Bill, and
- information that is important for parliamentarians to be able to contribute effectively to debate.

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

In 2021–22 the Library published 63 Bills Digests (as compared to 77 in 2020–21 and 109 in 2019–20) – the decrease from the previous reporting period being largely due to the 11 April prorogation of Parliament and subsequent dissolution of the House of Representatives). All were Government Bills. Of the Bills for which Digests were not published, three of these Bills passed on the day of introduction; seven passed within one day of introduction; one within two days of introduction and one in three sitting days. Another six passed within a week of introduction and one within a week and one day of introduction. Due to these compressed time frames, FlagPost blog posts were published for 17 Bills.

A focus for the 2022–23 financial year will be increasing the number of digests or other analysis published in time for debate in the first chamber, and of producing analysis of amendment passed in second chamber debate.



## LIBRARY COLLECTIONS AND DATABASES

The services contributing to this program include:

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

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

**TABLE 13:** Information access services – deliverables

Deliverable	Measure	Performance			
		2018–19	2019–20	2020–21	2021–22
<b>Client usage of news services</b>	Senators' and members' offices using the iSentia Mediaportal Target: 90%	99%	99%	99%	99%
<b>Material added to Library databases</b>	Number of items added to the Library's Electronic Media Monitoring Service and to ParInfo databases Target: 150,000	189,766	178,555	192,287	192,269
<b>Material added to Library collection</b>	Number of new titles (books and serials) added to the Library's catalogue Target: 5,000	5,756	5,740	7,395	7,071
	Percentage of titles (books and serials) in Library's collection available to clients online in full-text Target: 48%	46.2% <sup>1</sup>	49.6%	48.8 <sup>2</sup>	49.8%

Deliverable	Measure	Performance			
		2018–19	2019–20	2020–21	2021–22
<b>Use of the Library collection and databases</b>	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	4.34m	4.07m	5.35m	3.77m <sup>3</sup>
<b>Timeliness</b>	Number of urgent new titles (books and serials) added to the Library’s catalogue within timeliness service standard Target: 100%	100%	100%	100%	100%
	New items added to the Library’s Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard Target: 95%	95.8%	96.88%	94.39% <sup>4</sup>	99.11%

1 Target 46%

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

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

4 A large news services vendor changed its usage counts starting this year from page views to ‘articles read’ resulting in a lower use count than prior trend.

## Material added to the Library collection

The number of new titles (books and serials) added to the Library's catalogue exceeded the 5,000 target at 7,071. The Library continues to pursue a 'digital first' policy for its acquisitions. A little over 90 per cent of titles in the serials collection and 36 per cent of monograph titles are available in full text online. In 2021–22, over 80 per cent of the collection budget was spent on digital resources. At 30 June 2022, the percentage of titles available online (full text) was 49.8 per cent, above the 48 per cent target.

## Cataloguing

The Library has two service standards for adding new collection items to the Library catalogue. Urgent books and serials (those obtained as a result of direct client requests) have a turnaround deadline of 24 hours. The KPI for this category is 100 per cent. For routine items (those selected by the Library's Acquisitions staff), the service standard is two weeks and the target is 85 per cent.

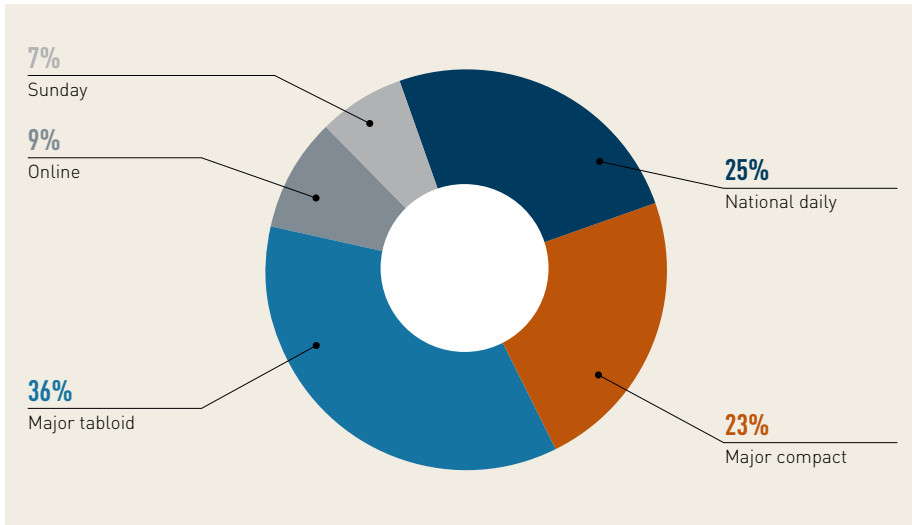
In the reporting period, the cataloguing team met its KPI for urgent items and significantly exceeded its target for routine items, with 100 per cent of routine material being added within the specified time frame.

## Material added to the Library's databases

In the reporting period, the Library added 192,269 items in total to its media and other databases, exceeding its target of 150,000. This included newspaper clippings, press releases, broadcast media, journal articles, party policy documents, Bills Digests, and other library publications.

The Library publishes its newspaper clippings in ParlInfo Search and produces parliamentarians' news clips of the day by 7.30 am every morning, seven days a week. This work contributes to the largest and most utilised of the Library's ParlInfo Search datasets, this year selecting an average of 11,089 items a month for the newspaper clippings database. This figure is higher than previous years' figures and exceeds the spike we saw from early COVID-19 coverage (an average of 10,920 a month in 2020–21, 9,700 a month in 2019–20, and 10,070 a month in 2018–19).

**FIGURE 14:** Newspaper clippings added to ParInfo search by type 2021–22



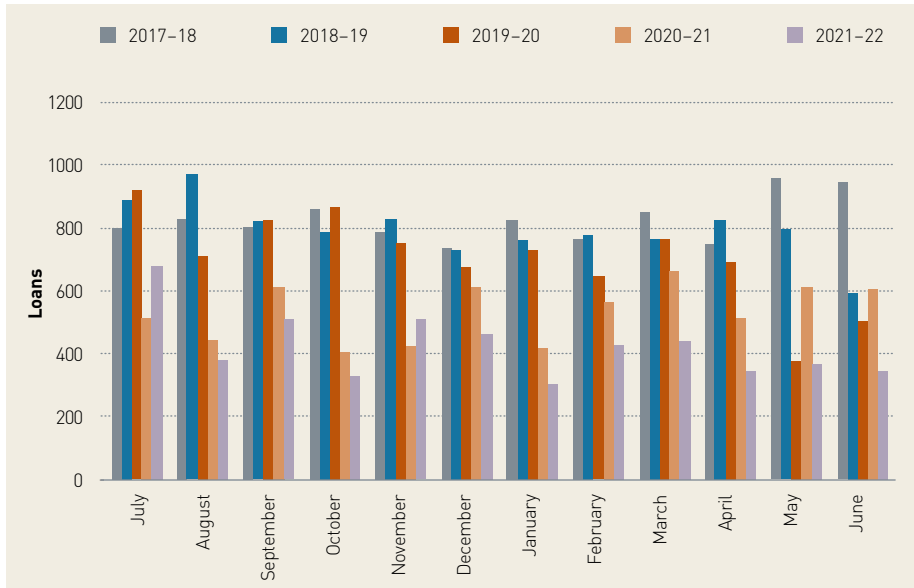
## Information files

The Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. Over the past several years, the Library has been digitising its significant archives of paper material that constitute a unique collection relating to Australia’s political and public policy history dating back to the 1940s and 1950s. Clippings from Australian and overseas newspapers and journals, press releases, bibliographies, parliamentary speeches, and questions were collated to form comprehensive subject files. Separate files were also produced for each parliamentarian, with their speeches and questions indexed chronologically as well as a separate series of files for each ministry. The entire collection, approximately 10 million pages or six million records, has been digitised and is progressively being quality assured and uploaded to ParInfo Search. In 2021–22, 1.01 million records were quality assured and uploaded to ParInfo Search. This equates to 16 per cent of the overall records to be quality assured. This multi-year project is expected to be completed in the 2022–23 financial year.

## 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 3.77 million uses being reported. The prior increase since 2017–18 reflects the expansion of digital newspapers and clients accessing these through the Library, and this drop in results represents one of these larger vendors moving from pageview analytics to a more meaningful 'articles read' count.

**FIGURE 15:** Use of the print collection



Use of the print collection decreased with a total of 5,107 loans during 2021–22 compared to 6,394 in 2020–21. The decrease is unsurprising given the reduced sitting calendar and remote work arrangements for clients and staff alike during the year; however, as the chart shows, clients still requested print material during this period. The evaluation found that the print Library collection was used by 80 per cent of parliamentarians and their staff; this usage has remained steady since 2015.

Ebooks comprised 29.8 per cent of all loans. Though still quite low when compared to usage of the print collection, eBook usage is increasing steadily with 2,178 loans processed during 2021–22 (compared to 1,818 in 2020–21 and 1,433 in 2019–20). This metric does not currently capture the use of digitised books. This will form part of the review of our systems and data collection methodology in 2022–23.

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## News services

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

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

The Library met its timeliness service target for adding EMMS and newspaper clipping materials to the ParlInfo Search databases, achieving 99.11 per cent.

In 2021–22, the Library spent \$1.059 million on news services. This included online news services, the Isentia Mediportal, other news databases and hard copy newspapers located at the Central Enquiry Point and in the Newspaper Reading Room.

## FINANCIAL REPORT

**TABLE 14:** Budget (Resource Agreement)

Resource Agreement 2021–22		\$
<b>Operational funding<sup>1</sup></b>		<b>16,879,429</b>
<b>Capital funding</b>		<b>3,795,000</b>
<b>Total</b>		<b>20,674,429</b>

1. Operational funding represents budget for operational expenditure offset by anticipated revenue from inter-library loans.

**TABLE 15:** Other revenue

	2021–22	2021–22
	Budget (\$)	Actual (\$)
Inter-Library Loans	-7,200	-11,447

**TABLE 16:** Expenditure against budget (Resource Agreement)

	2021–22	2021–22
	Budget (\$)	Actual (\$)
<b>Expenditure – Operating funding</b>		
<b>Employee (including entitlements)</b>		
Research Branch	10,146,827	9,487,729
Library Collections and Databases Branch	2,116,529	2,213,411
Office of the Parliamentary Librarian	1,662,516	1,555,105
<b>Total Employee</b>	<b>13,925,872</b>	<b>13,256,245</b>
Collection (information resources) <sup>1</sup>	2,239,890	2,402,045
Other supplier expenses	543,025	256,407
<b>Total operational expenditure</b>	<b>16,708,787</b>	<b>15,914,697</b>
<b>Expenditure – Capital summary</b>		
<b>Total</b>	<b>3,795,000</b>	<b>3,335,716</b>

**TABLE 17:** Expenditure by organisational unit

	2021–22	2021–22
	Budget (\$)	Actual (\$)
<b>(operational + capital)</b>		
Research Branch	10,456,652	9,716,740
Library Collections and Databases Branch	8,169,561	7,795,571
Parliamentary Librarian	2,055,416	1,738,100
<b>Total</b>	<b>20,681,629</b>	<b>19,250,411</b>

**TABLE 18:** Capital Expenditure – by item

DPS Capital Budget allocation by project	2021–22	2021–22
	Budget (\$)	Actual (\$)
Collection	400,000	359,192
Acquisition management	730,000	683,135
Small Library systems	220,000	80,439
Digitisation projects capitalised salaries	700,000	586,166
Databases – migration of media monitoring <sup>1</sup>	30,000	-
Library Databases news clips	130,000	122,278
Library Databases capitalised salaries	795,000	709,080
EMMS Databases capitalised salaries	265,000	255,368
EMMS Data remediation	40,000	74,288
Wadsworth on the Web capitalised salaries	255,000	275,684
<i>Parliamentary Handbook</i> capitalised salaries	70,000	90,385
User experience and publishing projects	160,000	99,701
<b>Total</b>	<b>3,795,000</b>	<b>3,335,716</b>

1 Expected data migration was not required, so the project did not proceed.









# GOVERNANCE

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## INTRODUCTION

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

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

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

## OUR GOVERNANCE STRUCTURE

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

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

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

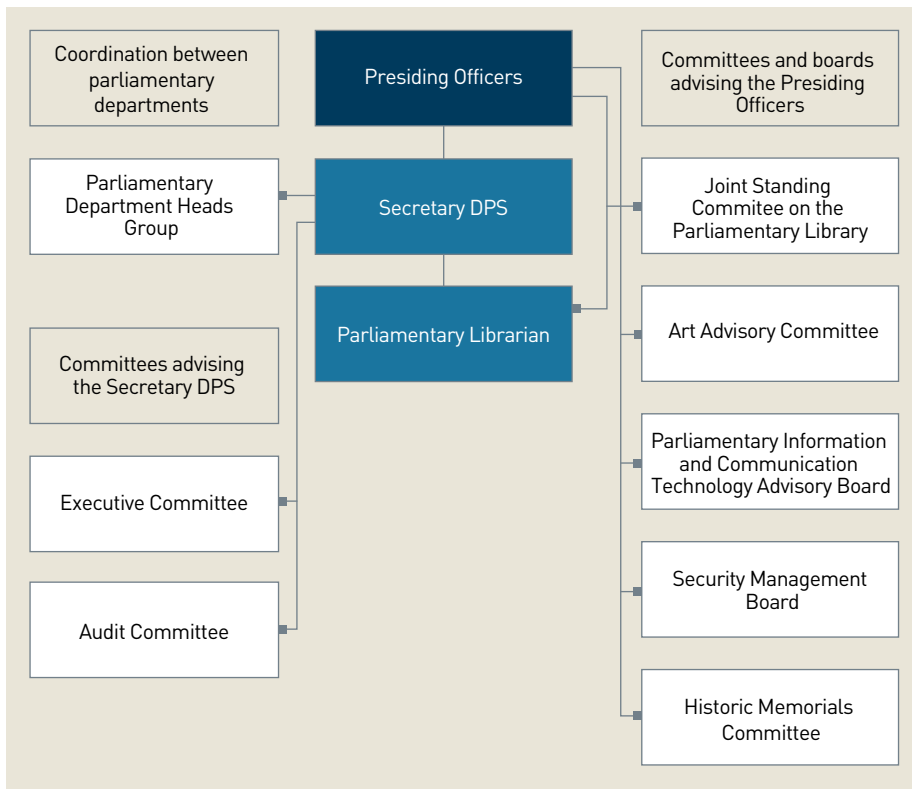
The Parliamentary Library's services are established under the statutory office of the Parliamentary Librarian, whose primary function is 'to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational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

The department's governance structure for the reporting period is set out in Figure 2.1.1. It contains two streams: committees and boards advising the Presiding Officers, and committees and meetings advising the Secretary.

## Details of the accountable authority during the reporting period (2021–22)

The accountable authority during the current reporting period (2021–22) was Mr Rob Stefanic, DPS Secretary who commenced in December 2015.

**FIGURE 16:** DPS Governance Structure



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## **Bodies advising the Presiding Officers**

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

### **Security Management Board (SMB)**

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

Chair: Secretary DPS

Members: Usher of the Black Rod, Serjeant-at-Arms and a senior executive employee of the Australian Federal Police.

Invited representatives: senior executive employees from Australian Security Intelligence Organisation; Department of Finance; and Department of the Prime Minister and Cabinet.

The board met four times during 2021–22.

### **Joint Standing Committee on the Parliamentary Library**

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

### **Parliamentary Information and Communication Technology Advisory Board (PICTAB)**

The PICTAB is the primary advisory body that guides strategic elements of ICT service delivery for the Australian Parliament.

Chair: Secretary DPS

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

The board met three times in 2021–22.

## Art Advisory Committee

The committee's terms of reference are to:

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

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

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

The committee met once during 2021–22.

## Historic Memorials Committee

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

Chair: Prime Minister

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

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

In 2021–22 the committee conducted all business by correspondence.

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## Committees advising the Secretary

Under the *Parliamentary Service Act 1999* (PS Act) and the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), the Secretary is accountable for the department's performance and compliance. The Secretary is assisted in managing these responsibilities by the department's Executive Committee and the DPS Audit and Risk Committee.

### Executive Committee

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

Chair: Secretary DPS

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

The Executive Committee meets fortnightly.

### DPS Audit and Risk Committee

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

The committee consists of three independent members who are appointed for specific periods of time by the Secretary. From 1 July 2021, all Committee members must be persons who are not officials of the Department of Parliamentary Services, and a majority of members must not be officials of any Commonwealth entity (PGPA rule s17(4)) (independent).

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

The DPS ARC has its endorsed ARC Charter determining their functions which can be found at [https://www.aph.gov.au/About\\_Parliament/Parliamentary\\_departments/Department\\_of\\_Parliamentary\\_Services/Publications](https://www.aph.gov.au/About_Parliament/Parliamentary_departments/Department_of_Parliamentary_Services/Publications).



TABLE 19: DPS Audit Committee attendance and remuneration

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended / total number of meetings	Total annual remuneration (GST inc.)	Additional Information
<b>Mr Allan Gaukroger, Independent Chair</b>	Mr Gaukroger commenced his term as Chair of the DPS Audit and Risk Committee in July 2021 having previously served as an Independent Member and the Deputy Chair from October 2018. Allan has over 20 years of Audit Committee experience having served initially as an attendee and then as Independent Member, Deputy Chair and Chair for Centrelink, the Department of Agriculture, Fisheries and Forestry, the AFP, CSIRO, Medicare Australia and the Department of Human Services, the National Water Commission and the Digital Transformation Agency. As a Certified Practising Accountant Allan has specialised in financial services during his career serving as Chief Financial Officer for a number of Commonwealth departments and agencies including the Department of Human Services, CSIRO, the AFP, the Department of Agriculture, Fisheries and Forestry and Centrelink.	5/5	\$15,250	N/A

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended / total number of meetings	Total annual remuneration (GST inc.)	Additional Information
<p><b>Ms Jo Schumann, Independent Deputy Chair</b></p>	<p>Ms Schumann has extensive experience in the public sector having worked in both the ACT and Commonwealth government, and for the Canadian Government. During her 30-year career, she held senior executive positions responsible for corporate services at the Department of Veterans' Affairs (1998–2009), the Australian Competition and Consumer Commission (2010–2015) and the Murray Darling Basin Authority (2015–2017). Jo's experience encompasses a broad range of areas, including risk management, governance, assurance, finance, human resources, information technology, media and communications. She holds a number of board chair and non-executive positions in the government and community sectors and is currently the independent chair of the Climate Change Authority Audit Committee and Office of the Australian Information Commissioner Audit Committee. Since 2017, Jo has run her own business as a qualified coach and mentor, providing services to senior executives within the public sector. Jo has a Masters of Arts (urban geography), is a graduate of the Australian Institute of Company Directors and holds accreditations in executive coaching and emotional intelligence assessment.</p>	<p>5/5</p>	<p>\$4,950</p>	<p>N/A</p>

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended / total number of meetings	Total annual remuneration (GST inc.)	Additional Information
<b>Mr Ian Frew, Independent Member</b>	Mr Frew is a proven transformation and technology leader with experience developing and executing complex technology-enabled programs, simplifying complex concepts to bridge the gap between technology and business. Ian joined the National Disability Insurance Agency as Chief Information Officer after a 16-year career in General Insurance working for Suncorp, Allianz and IAG. While at IAG he was the Chief Information Officer for CGU Insurance and at both IAG and Allianz had deep involvement in workers compensation across Australia. Ian is a qualified chemical engineer, spending the first half of his career in global industrial automation roles, where he worked in a variety of industries from refining and manufacturing through to building automation. Ian commenced as an independent member of the Department's Audit and Risk Committee on 30 June 2021.	5/5	Nil as Mr Frew is an executive of the NDIA.	N/A

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## Interdepartmental collaboration

### Parliamentary Department Heads

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

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

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

The heads met four times during 2021–22.

### Our internal audit arrangements

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

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

Under an outsourced service delivery model, KPMG are engaged to provide Internal Audit services. During 2021–22 the Internal Audit program was delivered in line with the annual Internal Audit work plan.

## Our planning and reporting framework

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

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

The 2021–22 Corporate Plan is based on the commitments we made in the Portfolio Budget Statements (PBS) for 2021–22, including the outcome statement, objectives and deliverables. Performance criteria, performance measures and targets enable us to gauge how effectively the department has delivered on its purpose.

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

DPS has developed a 2022–23 Corporate Plan to guide our work for the coming financial year and to underpin planning for the forward years.

**FIGURE 17:** Cascade of Governance Practices



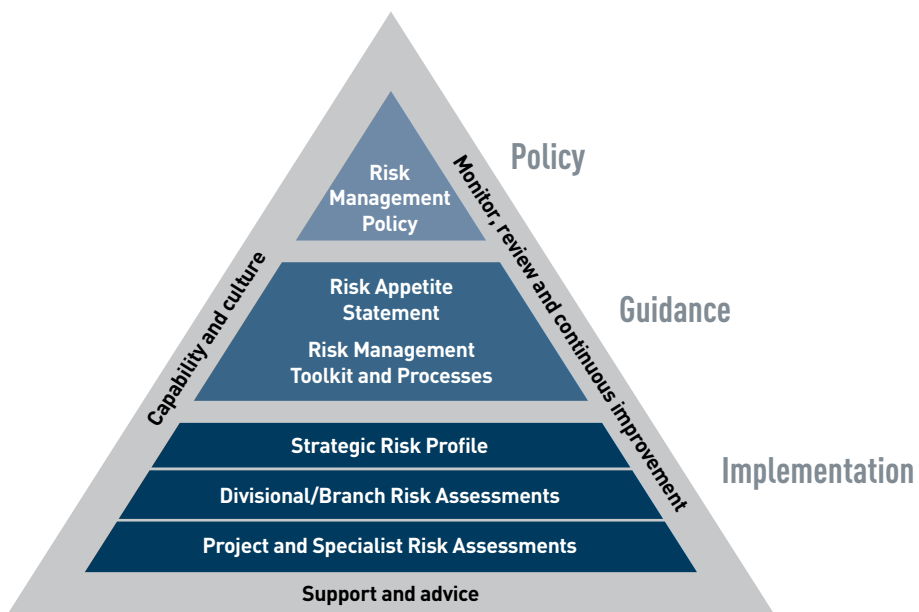
## Risk management

Work continued in 2021–22 to develop and improve the department’s risk management capability. This included outlining a program of work for 2021–22 to embed risk management across the department.

Activities focused on:

- developing a positive risk management culture
- improving communication and consultation about risk, and
- improving risk management capability.

**FIGURE 18:** DPS Risk Framework



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## Strategic risks and risk appetite

The department's strategic risks and risk appetite statements are reviewed annually as part of the risk management framework review. During the reporting period the department reviewed the risk appetite statements and strategic risk profile.

## Operational risks

During the annual business planning cycle, a risk assessment is integrated into the planning process for each branch to:

- ensure that risk management is integrated into business-as-usual activities, and
- embed risk management capability throughout the department.

## Business Continuity Management

Throughout 2021–22 we continued to work within the scope of our Business Continuity Management Policy and Framework in a challenging environment. This year the department started a department-wide project to review the business impacts and recovery procedures that underpin our ability to effectively manage an incident or crisis.

## Fraud prevention

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

The department's Fraud and Corruption Control Plan was developed in accordance with the Commonwealth Fraud Control Framework 2019 and is reviewed every three years.

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

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

As at 30 June 2022, 98.5 per cent of our staff had completed this training.

In 2021–22 DPS undertook activities related to fraud control, including reviewing fraud risks, undertaking fraud risk assessments and updating the DPS Fraud and Corruption Control Plan.

Two fraud investigations were undertaken in 2021–22. These potential fraud incidents were reported to the fraud control officer. One of the two reports was substantiated during initial assessment and the matter was treated administratively. The remaining investigation is still ongoing.



### ***Public Interest Disclosure Act 2013***

The Commonwealth's Public Interest Disclosure Act 2013 (PID Act) (Cth) 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 provides, encourages and supports reporting reportable conduct and readily accessible information to staff on the PID Act, including links to information provided by the Commonwealth Ombudsman.

In 2021–22, four DPS authorised officers were approved to handle public interest disclosures.

In 2021–22, there were no public interest disclosures.

### **Statement of significant non-compliance with the finance law**

In 2021–22, 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.

**TABLE 20:** Statement of significant non-compliance with the finance law

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

### **Ethical standards and behaviours**

We are committed to the standards of integrity, good governance and ethical practices reflected in the *Public Service Act*.

All alleged breaches of the Code of Conduct are taken seriously and managed in accordance with the Parliamentary Service Code of Conduct contained in section 13 of the *Parliamentary Service Act 1999*. In 2021–22 one employee was found to have breached the Code of Conduct.

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## EXTERNAL SCRUTINY

DPS operations are subject to scrutiny by a range of bodies, including parliamentary committees, the Australian National Audit Office (ANAO), judicial decisions, and decisions of administrative tribunals. This section outlines inquiries, audits, reviews and legal actions relevant to DPS in 2021–22.

### Reports by the Australian National Audit Office

In 2021–22 the Auditor-General tabled two reports in Parliament in relation to financial statement audits involving the department:

- Report No. 14 of 2021–22, Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2021, tabled 14 December 2021, and
- Report No. 32 of 2021–22, Interim Report on Key Financial Controls of Major Entities, tabled 9 June 2022.

The ANAO did not table any reports in Parliament in relation to performance audits involving the department during 2021–22.

### Parliamentary Workplace Review and Inquiry

#### ***Set the Standard Report (Jenkins)***

In 2021–22 the department welcomed the opportunity to contribute to the *Independent Review into Commonwealth Parliamentary Workplaces* conducted by the Australian Human Rights Commission, led by the Sex Discrimination Commissioner, Kate Jenkins. Engagement prior to the release of the *Set the Standard Report* findings included a departmental submission, a joint submission from the heads of the parliamentary departments and staff were encouraged to make individual submissions. Some staff participated in focus groups to share their lived experiences working in a Commonwealth Parliamentary Workplace.

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

Two recommendations apply directly to the department:

- Recommendation 9 undertakes to review physical infrastructure and policies to support accessibility and inclusion, and
- Recommendation 26 establishes a Parliamentary Health and Wellbeing Service. Both recommendations present the opportunity to build on existing services and initiatives, to distil a set of priority actions that will form the basis of a proposal for physical upgrades and expansion of our health and wellbeing offerings. Scoping work to engage experienced consultants commenced for both pieces of work during the reporting period.

The department is working with the Leadership Taskforce Secretariat to inform the development of a common Work Health and Safety framework. The framework will focus on mapping out responsibilities and duties across multiple Commonwealth Parliamentary Workplaces, and set out requirements for consultation, coordination and cooperation.

In the spirit of collaboration and fostering a harmonious work environment, the department initiated election planning meetings with the parliamentary departments and other agencies with staff working in parliamentary workplaces. The aim was to ensure a seamless and coordinated approach to onboarding and induction for new parliamentarians and their staff, and that departments worked together to provide consistent messaging and delivery of information.

The department maintains a commitment to zero tolerance for bullying, harassment and discrimination within our workplace. Examples of this are a review of internal policies and procedures and increased communications with our staff to reinforce shared values based behaviours and remind staff of their responsibility to create and maintain a safe and respectful workplace.

### **Review of the Parliamentary Workplace: Responding to Serious Incidents (Foster)**

During 2021–22 changes were implemented to respond to the two recommendations relevant to the department stemming from the *Review of the Parliamentary Workplace: Responding to Serious Incidents* undertaken by Stephanie Foster PSM.

In October 2021 a new procedure was released to address Recommendation 6 and assist Parliamentary Security Service officers and Australian Federal Police (AFP) officers to identify and respond to serious incidents. The procedure includes advice about support channels for assistance and was developed in close consultation with the AFP, Department of the Prime Minister and Cabinet and the Department of Finance.

On 27 March 2022, the department commenced a trial of manual after-hours sign-in processes at Parliament House to support Recommendation 7. The trial will operate in sitting weeks, through to the end of 2022 following consideration by the relevant Senate and House Committees and will be authorised by the Presiding Officers. Further measures will require additional resourcing to fully implement the recommendations.

Data collected from the *Independent Review into Commonwealth Parliamentary Workplaces* is detailed in Appendix F.

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## Parliamentary Committees

### Senate Finance and Public Administration Legislation Committee

The department appeared before the Senate Finance and Public Administration Legislation Committee Estimates hearings on 25 October 2021, 14 February 2022, and 4 April 2022. During 2021–22, the department responded to 30 formal questions on notice containing 54 identifiable questions.

### Joint Standing Committee on the Parliamentary Library

The JSCPL met three times in 2020–21 to consider matters relating to the Parliamentary Library. Further information on the JSCPL can be found in the Parliamentary Library chapter of this report.

### Judicial decisions, decisions of Administrative Tribunals

During 2020–21 there were no judicial or administrative tribunal decisions relating to the department.

### Freedom of Information

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

### Office of the Merit Protection Commissioner

During 2021–22 there were no applications for review made to the Office of the Merit Protection Commissioner.

### Fair Work Ombudsman

In 2021–22 there were no matters referred to the Fair Work Ombudsman for review.

### Fair Work Commission

During 2021–22 there was one application lodged by a DPS employee in the Fair Work Commission for review. That application was discontinued at the initiative of the employee before it could be heard or adjudicated on by the Fair Work Commission. This application consequently did not result in any significant development for the department.

## OUR PEOPLE

During 2021–22 we continued the implementation of the Strategic Workforce Plan 2020–2025 (the plan). The plan sets out the strategies required to ensure our workforce has the skills and capabilities to support the work of the Parliament. It takes account of the changing needs of parliamentarians and building occupants within the context of a changing external environment and an increased internal demand for our services.

The strategic focus for 2021–22 was to establish the foundational strategies for workforce change. Over the next four years, we will maintain a continual focus on the following four themes to develop our organisational culture and embed excellence and innovation in our service:

- values
- leadership
- performance, and
- reputation.

The department has a highly capable and diverse workforce distinguished by a wide range of professions and trades that service the Parliament. Since the launch of the internal mobility register in December 2020, ten talented employees across different professions are currently completing temporary opportunities across the department.

In 2021–22 the department had a strong focus on leadership development of women and pairing women in leadership positions with a female in the Security Branch to foster a mentor-mentee relationship.

### DPS workforce performance

At 30 June 2022, the department employed 1,066 staff (including staff on leave, secondment and inoperative staff), all based in Canberra. Our workforce comprised 928 ongoing employees (87 per cent) and 138 non-ongoing employees (13 per cent). Of the 138 non-ongoing employees, 77 are engaged for a 'specified term or a specified task' and 61 are engaged in 'irregular or intermittent' (casual) duties as shown in Figure 19.

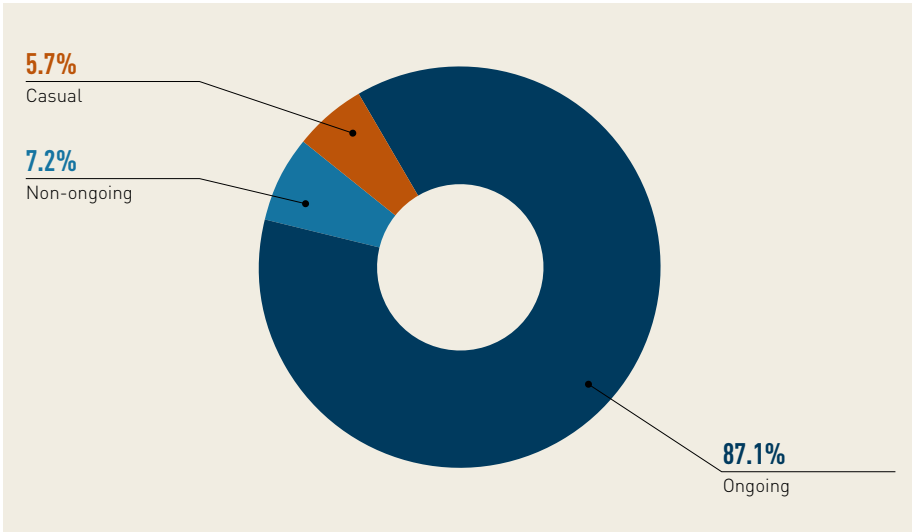
The number of ongoing employees increased by three this year, representing a 0.3 per cent increase in the ongoing workforce since 30 June, 2021. In contrast, the number of non-ongoing employees dropped by 11, representing a 7.4 per cent decrease in the same period.

Our workforce comprised the following full-time, part-time, sessional and casual work arrangements (see Figure 20):

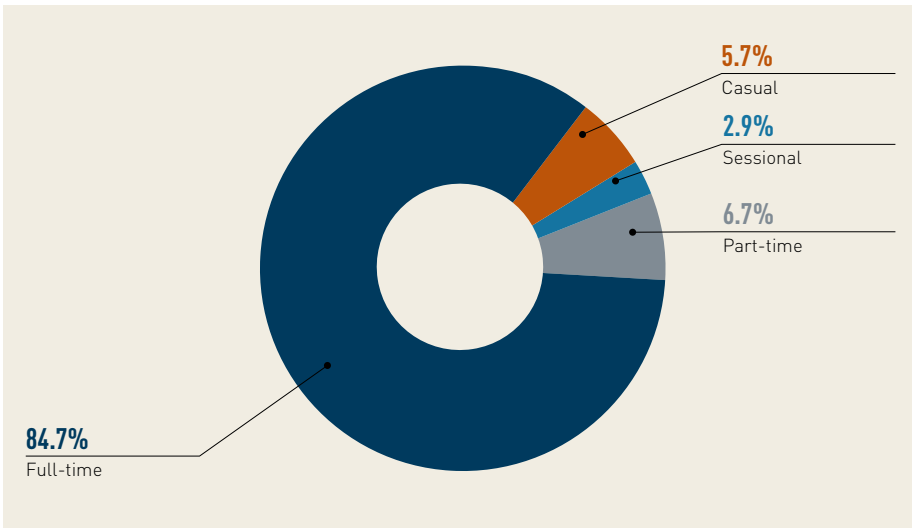
- 84.7 per cent full-time
- 6.7 per cent part-time
- 2.9 per cent sessional, and
- 5.7 per cent casual.

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

**FIGURE 19:** DPS workforce composition 30 June, 2022



**FIGURE 20:** DPS employee working arrangements 30 June, 2022



**TABLE 21: Employment performance 2020–21 and 2021–22**

Indicator	2020–21	2021–22
Total number of staff employed (headcount)	1,074	1,066
Total number of staff employed (headcount excluding casuals)	1,005	1,005
<b>Diversity</b>		
Females (percentage of total workforce)	41%	40%
People with identified disability (percentage of total workforce)	25 2.3%	31 2.9%
Aboriginal and Torres Strait Islander people (percentage of total workforce)	24 2.2%	21 2.0%
Staff with English as a second language (percentage of total workforce)	10.2%	9.7%
<b>Health and Safety</b>		
Health and safety incidents (per 100 employees)	12.5	12.6
Health and safety 'near misses' (per 100 employees)	1.8	1.6
Number of health and safety representatives	25	24
<b>Learning and Development</b>		
Number of staff undertaking study assistance	36	30
Number of recorded attendances at DPS compliance training activities	3,645	6,770
<b>Recruitment</b>		
Average number of days to fill a vacancy (from advertising to delegate sign-off)	57	59
External 'new engagement' hires (percentage of total new ongoing hires)	79%	67.8%
Net recruitment rate	1.2	0.9

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

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## Workforce diversity

In 2021–22 the department continued to focus on a culture of inclusion and removing barriers, ensuring all staff have an opportunity to successfully contribute to the department's shared purpose. The number of ongoing employees who identify as Indigenous remained relatively steady this reporting year and those identifying as having a disability increased, reflecting the department's ongoing commitment to supporting workforce diversity.

## Reconciliation Action Plan

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

The Innovate RAP has four key focus areas:

- relationships
- respect
- opportunities, and
- governance.

Together, parliamentary departments seek to achieve significant outcomes and momentum for reconciliation. This includes strengthening relationships with First Nations peoples and communities, promoting equity and building a work environment that is culturally safe. In January 2021 the department assumed the chair and secretariat responsibilities for the RAP Champions group across the four parliamentary departments.

We are continually developing new strategies and pathways to increase representation by First Nations peoples. An example is the Yiramarang Baayi Program, which is Wiradjuri for 'Youth Footprints Program'. The program aims to inspire and connect with First Nations primary school students (years 5 and 6) across the ACT and rural NSW. Due to COVID-19 we were unable to host students during 2021–22; however, work continued to strengthen relationships, develop materials and refine our strategy. Our aim is to run the program in the last quarter of 2022.



## Parliamentary Service Indigenous Employee Network

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

The PSIEN is continuing to gain momentum, increasing its membership and acting as an integral voice on cultural matters. In 2021–22 the PSIEN supported initiatives including:

- National Sorry Day and National Reconciliation Week 2022 activities, and
- NAIDOC Week 2022 activities.

NAIDOC Week 2022 celebrated the history, culture and achievements of First Nations peoples. The Secretary recorded an all-staff video message and a Welcome to Country was performed by Paul House followed by an all staff morning tea to promote and acknowledge National Sorry Day and Reconciliation Week. National Reconciliation Week 2022 provided our staff an opportunity to learn about our shared histories, cultures, and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia.

## Accessibility and Inclusion Action Plan

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

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

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

- 
- 17 deliverables were 'completed' with 11 being ongoing annual deliverables. Recent achievements include:
    - accessibility and inclusion statements on all DPS job advertisement statements encouraging people with a disability to apply
    - Personal Emergency Evacuation Plans put in place for staff with disability
    - new Secretary's Award category recognising diversity and inclusion achievements of staff, and
    - automation of doors where appropriate.
  - 8 have been 'started' and are well underway, only occasionally slowing down due to COVID or budget/resource shortages, including:
    - accessible bathroom upgrades (18 of 60 have been completed)
  - 1 deliverable is 'open' and is not due to be actioned until 2023.

## Disability

The AIAP 2020–23 focuses on improving existing and emerging accessibility and inclusion needs across Parliament House for clients, visitors, building occupants and staff with a disability.

As a gold level member of the Australian Network on Disability (AND), the department used its membership to access:

- specialised consultation hours with an AND disability expert
- guidance around documentation development, and
- bespoke disability confidence training sessions.

## Disability reporting

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

DPS conducts a staff survey each year which captures the proportion of employees who identify as having a disability. As at 30 November 2021, 5 per cent of DPS employees identified as having a disability and 5 per cent preferred not to say. DPS is committed to fostering a diverse and inclusive workplace and encourages employees to self-report their disability status. The department has actions in place to address stigma and increase the willingness of employees to self-report disability information. Our inclusion calendar for 2021–22 included International Day of People with Disability in December 2021.

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

## Recruitment through entry-level programs

The diverse range of occupations within the department means that our entry-level programs extend beyond traditional corporate roles to include specialised trades and vocational professions. In January 2018 the department launched its first apprenticeship program, employing apprentices across a range of trade qualifications:

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

The apprenticeship program creates a pathway for the generational knowledge transfer, enabling long-serving tradespeople to pass on the unique skills required to maintain effective stewardship of the building. The program is now in its final year with four of the apprentices having completed their on-the-job and competency-based training, and one who will finish at the end of 2022. The duration of training depends on the apprentice and their trade qualification, typical completion timeframes are between three and four years. Consultation has commenced for the next intake of apprentices for the 2023 year.

## Graduate development programs

In February 2022 seven participants commenced a 12-month graduate development program. The program is comprised of business area rotations, on-the-job training, project-based activities and external learning workshops. To build internal specialist skills, knowledge and experience, the participants were placed across Security, Communication and Corporate Relations, Corporate Operations, Library and Property Services Branches. Following the success of the last cohort, the department has commenced work on the 2023 Graduate Development Program.

In 2021 we participated in the APS Human Resources (HR) Graduate Program for the first time. One HR graduate was employed through this program. It aims to identify and develop the next generation of HR leaders and build strategic HR capability.

## Indigenous development programs

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

In 2022 the department welcomed four IAP participants and seven IAGDP participants who will complete 12 months of training and on-the-job learning.

**TABLE 22:** Staff undertaking entry level programs during 2021–22

	PS level	Number of participants
Apprenticeship Program (trade based)	PSL2–3	8
DPS Graduate Development Program	PSL3–4	7
APS HR Graduate Program	PSL3–4	1
Indigenous Apprenticeship Program (IAP)	PSL2–3	4
Indigenous Australian Government Development Program (IAGDP)	PSL3–4	7
APS Digital Graduate Program	PSL3–4	1

## Workforce mobility and retention

During 2021–22 there were 246 commencements. This is an increase of 8 from 2020–21. Of these 149 were ongoing employees. This is an increase of 13 from 2020–21.

**TABLE 23:** Overview of DPS commencement rates for staff from 2020–21 to 2021–22

	2020–21	2021–22
Commencements (headcount)	238	246
Commencement rate*	23.1%	23.2%
Commencements (ongoing employees)	136	149
Commencement rate (ongoing employees)**	15.4%	14.0%

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

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

In the same 12-month period, there were 262 separations, 68 more than 2020–21. Of these, 226 were ongoing employee separations, 90 higher than that in 2020–21. The ongoing separation rate from DPS was 21.2 per cent, an increase of 5.9 per cent from 2020–21.

**TABLE 24:** Overview of the DPS separations rates for staff from 2020–21 to 2021–22

	2020–21	2021–22
Staff separations (headcount)	194	262
Employee turnover rate (total)*	18.8%	24.5%
Staff separations (ongoing employees)	136	226
Employee turnover rate (ongoing employees)**	15.3%	21.2%

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

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

The *Department of Parliamentary Services Enterprise Agreement 2017* (enterprise agreement) was the primary employment instrument of 2021–22. The nominal expiry date of the enterprise agreement is 11 January 2021; however, the agreement continues to operate post nominal expiry with pay adjustments provided through a determination made by the Secretary under section 24(1) of the *Parliamentary Services Act 1999*. At 30 June 2022, a total of 1,053 employees were covered by the agreement and, of these, 83 had individual flexible arrangements. The department uses individual flexible arrangements to secure specialist skills that are critical to business needs, and for operational requirements.

Thirteen Senior Executive Services (SES) officers were covered by determinations under subsection 24(1) under the *Parliamentary Services Act 1999* (Cth).

**TABLE 25:** *Parliamentary Service Act 1999* employment arrangements current reporting period 2021–22

	SES	Non-SES	Total
Enterprise agreement	0	1,053	1,053
Individual flexibility arrangement	0	83	83
Section 24(1) determination	13	0	13

## Executive remuneration disclosure

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

## Remuneration policy, practices and governance

The Secretary’s and Parliamentary Librarian’s remuneration is determined by the Presiding Officers under subsections 63(1) and 38E(1) respectively, on advice from the Remuneration Tribunal.

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

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

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

SES employee salaries are reviewed by the Secretary at the end of each annual performance cycle and increases to base salary are based on satisfactory performance. Pay rises in line with this process took effect from 12 January 2022. The details of DPS key management personnel, executive and other highly paid staff remuneration are included in Appendix B.

### **Non-salary benefits**

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

### **Learning and development**

The department recognises its staff as a valuable resource and is committed to the ongoing development of the workforce. Creating pathways that develop the skills, capabilities and knowledge of staff is a key principle behind corporate training.

The department develops staff capability through a blended learning approach which includes:

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

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

### **Leadership development**

As part of leadership development, we offer a variety of programs to staff with management responsibility while recognising that leaders are found at all classification levels. Staff from across the department, including senior executives, have had the opportunity to participate in the Public Sector Management Program, Future Women Leaders Program, Women in Leadership Mentoring Program and Individual Coaching.

### **Studies assistance**

The department supports employees to undertake tertiary studies administered through our Studies Assistance Policy. The department supported 35 employees to undertake a range of tertiary studies during the year, providing a total of 1,917 hours of study leave and \$31,967 in financial contributions.

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## Employee induction

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

- outlining and discussing values, culture, behaviour and conduct expectations
- introducing design integrity concepts and learning about the construction and history of Parliament House
- explaining the departmental structure, functions and approaches to governance
- completing mandatory training topics on workplace health and safety and on physical and information technology security, and
- meeting with members of the senior leadership team.

## Organisational culture and employee engagement

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

A broad range of culture change activities have been designed, developed and implemented over the past two years, with more planned for 2022 and beyond. These activities recognise that culture change is a large-scale organisational undertaking and that it can take years before tangible change can be measured. We have adopted an approach that features a set of incremental and integrated interventions aimed at not only changing the culture, but also building organisational capability and strengthening organisational performance.

Throughout 2021–22 the department focused on strategic workforce planning, employee induction and values-based training.

## Culture training

In the reporting year, teams across each division and branch participated in Living the Values workshops. These workshops were developed to promote and build a shared whole-of-organisation view on how our values guide and shape our work and culture.

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

- Confident Conversations for Mentally Healthy Workplaces
- Disability Confident Workplaces
- Resilience in the Workplace
- Respectful Workplaces
- Workplace Bullying, Harassment and Discrimination
- Work Health Safety Awareness
- Cultural Appreciation



- Customer Service – Stepping Up
- Recruitment Essentials
- Interview Skills
- Three Lenses to Decision Making, and
- Creating a Positive Culture.

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

### Strategic workforce planning

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

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

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

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

- *Living Our Values*: acting with integrity, upholding the parliamentary service values, being ethical and professional in all that we do to service the Parliament of Australia
- *Being Accountable*: taking responsibility for our own actions, delivering results, adhering to legislation and governance frameworks, and proactively managing risk
- *Being Inclusive*: demonstrating a commitment to diversity and cultural intelligence by being respectful and responding appropriately to individual and cultural differences
- *Managing Ambiguity*: maintaining focus and energy even under adversity and during times of uncertainty or change, and
- *Delivering Results*: using resources appropriately to provide high-quality professional services, advice and facilities to support the Parliament, our staff and community.

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

## **Annual DPS staff survey**

Our Annual Staff Survey was conducted between 8 November and 30 November 2021. The survey measures staff views about their job, their team, leadership of the department, DPS as an organisation and the department's response to the COVID-19 pandemic.

Demographic questions were introduced in the 2021 survey to identify if aggregated sentiment was representative across the workforce. There was a good response rate in 2021 of 71 per cent. Positive sentiment increased across nearly all areas measured, indicating that the continued focus on organisational culture and engagement is improving employee experiences.

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

- 92 per cent of staff have positive relationships with their colleagues
- 81 per cent of staff are satisfied with the culture in their work groups
- 78 per cent of staff are completely engaged in their work
- 88 per cent of staff have a positive working relationship with their supervisor, and
- 90 per cent of staff are determined to give their best effort each day.

Areas that were working well and those where there is scope for improvement were subsequently discussed in branch level workshops across the department. Workshop outcomes were incorporated into branch plans, identifying opportunities to further improve each work environment and actions to harness those opportunities across 2022.

## Work Health and Safety (WHS)

### Achievements in 2021–22

The department sustained a focus on COVID-19 measures throughout the year to ensure the risk to occupants and visitors was reduced as far as reasonably practicable. The department regularly reviews its control measures for managing the risk of COVID-19 within Parliament House to ensure they meet the department's obligations under the *Work Health and Safety Act 2011*. The measures included ongoing promotion of COVID Safe actions, distribution of sanitiser and masks, and support for a large proportion of employees to undertake work from home.

### Flu Vaccinations

The department coordinated the annual influenza vaccination program for occupants of Parliament House during 2021–22. The vaccinations were delivered through onsite clinics and an offsite voucher system, a total of 749 participants were vaccinated.

### WHS and rehabilitation activities and initiatives

The DPS Early Intervention Scheme (EIS) supports staff experiencing acute injury or illness. The EIS is a scheme that provides workers with rapid response to ensure that the severity of incidents is managed appropriately and is utilised to cover short periods of lost time and other practical assistance such as physiotherapy.

## Work health and safety report

### Consultation on WHS issues

The department 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 meets quarterly, focuses on reviewing WHS policies and procedures and takes a strategic approach to WHS management across the department. These meetings were held online to reduce face-to-face requirements. Individual branches also hold their own WHS committee meetings.

Our Contractors' WHS subcommittee meets quarterly and provides a valuable mechanism to address WHS issues related to the work performed by the large number of contractors at Parliament House.

Health and safety representatives (HSRs) are part of the department's consultative network, which also includes Harassment Contact Officers (HCOs). At 30 June 2022, we had 24 HSRs, 14 HCOs and 10 new HCOs in the process of being onboarded to the network.

## WHS training

A range of WHS related training was provided in the reporting period, including a mandatory online module and a session on WHS as part of the DPS Induction Day program. Refresher sessions for staff and managers are also available. Approximately 983 staff participated in WHS training programs.

## Incident reporting and investigation

Eighty incident reports were submitted by DPS employees during 2021–22. This is a decrease from 134 incidents in the last reporting period but is in-line with COVID-19 impacted working arrangements from 2019–20. Eight incidents were notified to Comcare in accordance with section 38 of the WHS Act. Incidents were examined by our staff and remedial action was taken where necessary. Of these eight incidents, four were required for COVID-19 workplace transmissions. The other incidents related to:

- A ceiling tile fell onto a contractor during cabling upgrades
- A contractor sustained a minor electric shock during distribution board upgrades
- Fire retardant fell onto a car in the carpark, and
- A light fitting fell in the staff dining room.

Note: no serious injuries occurred as a result of these incidents.

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

**TABLE 26:** Regulator actions from Comcare

Action (as per the WHS Act 2011)	Number
<b>Notifications provided to Comcare as required by section 38</b>	<b>8</b>
Death (defined under section 35)	0
Serious injury or Illness (defined under section 35)	0
Dangerous incident (defined under section 35)	8
<b>Notices issued</b>	<b>0</b>
Improvement notices (under section 191)	0
Prohibition notices (under section 195)	0
Non disturbance notices (under section 198)	0

## Nurse's centre

The department employs a full-time registered nurse for the APH Nurse's Centre, with the primary function to provide first aid services to building occupants and visitors.

Additional responsibilities include supporting WHS activities, auditing and maintaining first aid kits and equipment and coordinating health promotion and health surveillance activities for our staff.

## Rehabilitation report

The department's insurance premium has reduced by 19.25 per cent and is a positive reflection of DPS' approach to managing the compensable injuries for their employees by focusing on quality early intervention support, outcome-based case management and working closely with stakeholders in locating alternate duties where appropriate.

Another factor impacting the Comcare premium is the additional staff allocated to actively manage compensable cases.

**TABLE 27:** The trend in DPS's premium scheme average rates over the past five years

Premium year	2017–18	2018–19	2019–20	2020–21	2021–22
Initial prescribed rate	1.40% of payroll	1.37% of payroll	1.33% of payroll	1.08% of payroll	0.77% of payroll
Prescribed amount	\$1,155,266	\$1,147,128	\$1,184,059	\$970,522	\$821,383
Bonus/Penalty (negative amount indicates a bonus)	-\$122,485	\$148,534	\$242,823	-\$231,470	-\$224,658
<b>Total premium amount (excludes GST)</b>	<b>\$1,032,781</b>	<b>1,295,662</b>	<b>\$142,882</b>	<b>\$739,052</b>	<b>\$596,725</b>
DPS regular contribution (GST not payable)	\$66,960	\$86,024	\$80,858	\$69,859	\$79,367

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## COVID-19 response

### Policies, procedures, and plans

APH COVID-19 Safe plans were developed in line with the ACT Public Health Direction (*Restricted Activities – Gatherings, Business or Undertakings*) Emergency Direction 2020 and Australian Department of Health and ACT Health advice. The COVID Taskforce has continuously reviewed and adjusted the plan, when necessary, to maintain COVID Safe measures at APH according to the latest health authority advice.

COVID-19 information on the intranet has also continued to adapt in appearance and information to ensure effective and assessable source of information for DPS staff.

### Case Reporting

The number of probable workplace transmissions for DPS was five which were reported to Comcare as four incidents. During 2021–22 the COVID-19 Taskforce also received more than 700 reports relating to COVID-19 and subsequent actions were taken, which include providing information and guidance, follow up conversations, reporting cases and record management. The COVID-19 Taskforce is contactable 24 hours a day, 7 days a week, to ensure DPS staff have access to the most current COVID-19 advice and support.

### Cleaning

The COVID-19 Taskforce is responsible for arranging cleaning through the Building Maintenance Services Help Desk, if a confirmed case has been infectious in the workplace. The number of cleaning jobs arranged in relation to COVID-19 during 2021–22 exceeded more than 185.

### Distribution of PPE

The COVID Taskforce continues to co-ordinate provision of personal protective equipment (PPE) kits to Branch Heads for redistribution to DPS staff and visitors.

## ASSET MANAGEMENT

The department manages departmental and administered property, land and equipment, and intangible assets, with a value of \$3,020.6 million (2020–21: \$2,849.0 million). Administered assets of \$2,927.3 million (2020–21: \$2,757.1 million) primarily relate to Parliament House, incorporating the building, land and cultural assets. Departmental assets of \$93.3 million (2020–21: \$91.9 million) primarily relate to information technology, software, furniture and equipment.

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

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

## PURCHASING

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

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

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

## CONSULTANTS

The department engages consultants where there is a need for independent research or assessment, or where specialised or professional skills are required and are not otherwise available in-house. Decisions to engage consultants are made in accordance with the *Public Governance, Performance and Accountability Act 2013*, CPRs and related rules, and other internal policies and procedures.

During the 2021–22 financial year, five new consultancy contracts were entered into involving total actual expenditure of \$166,503 (inc. GST). In addition, ten ongoing consultancy contracts were active during this period, involving total actual expenditure of \$197,676 (inc. GST). The method of procurement for consultancy arrangements is determined by the complexity, nature and value of each individual requirement, noting a requirement for a value-for-money outcome that supports our business requirements.

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

- reviews of resources and processes
- design integrity advice, and
- specialist business advice and planning.

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

**TABLE 28:** Expenditure on reportable consultancy contracts during the current period [2021–22]

	Number	Expenditure \$ (GST inc.)
New contracts entered into during the reporting period	5	\$166,503
Ongoing contracts entered into during 2020–21	10	\$197,676
<b>Total</b>	<b>15</b>	<b>\$364,179</b>



## Reportable non-consultancy contracts

During the 2021–22 financial year, 312 new reportable non-consultancy contracts were entered into. The total actual expenditure on these contracts was \$37,617,905 (inc. GST). The number of ongoing reportable non-consultancy contracts that were entered into during the previous reporting period was 838, with total actual expenditure of \$125,851,014 (including GST).

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

**TABLE 29:** Expenditure on reportable non-consultancy contracts during the current report period (2021–22)

	Number	Expenditure \$ (GST inc.)
New contracts entered into during the reporting period	312	\$37,617,905
Ongoing contracts entered into during 2020–21	838	\$125,851,014
Total	1,150	\$163,468,919

**TABLE 30:** Organisations receiving a share of reportable consultancy contract expenditure during the current report period (2021–22)

Name of Organisation	Expenditure \$ (GST inc)
GHD (39 008 488 373)	\$135,036
Synergy Group Australia Pty Ltd (65 119 369 827)	\$81,909
Freeform Strategy Pty Ltd (44 614 774 659)	\$53,065
Crafted Solutions Pty Ltd (14 614 074 172)	\$24,310
Pamille Berg Consulting Pty Ltd (51 101 196 507)	\$21,848

**TABLE 31:** Organisations receiving a share of reportable non-consultancy contract expenditure during the current report period (2021–22)

Name of Organisation	Expenditure \$ (GST inc)
NTT Australia (65 003 371 239)	\$7,746,266
ActewAGL Retail (46 221 314 841)	\$3,949,436
Wormald Australia (80 008 399 004)	\$1,187,808
Telstra Corporation Ltd (33 051 175 556)	\$1,692,676
Axios IT (94 114 708 753)	\$1,157,297
Australian Trucking Association Pty Ltd (25 055 583 714)	\$862,969

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## AUSTRALIAN NATIONAL AUDIT OFFICE ACCESS CLAUSES

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

## EXEMPT CONTRACTS

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

## PROCUREMENT INITIATIVES TO SUPPORT SMALL BUSINESS

The Department of Parliamentary Services supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SMEs) and small enterprise participation statistics are available on the Department of Finance's website:

[www.finance.gov.au/government/procurement/statistics-australian-government-procurement-contracts](http://www.finance.gov.au/government/procurement/statistics-australian-government-procurement-contracts)

The Department of Parliamentary Services is focused on achieving the best value-for-money outcome in each circumstance and encourages engagement with SMEs wherever practical.

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

- use of the Commonwealth Contracting Suite for low-risk procurements valued up to \$200,000 and some procurements valued up to \$1 million, where practical, and
- reducing payment times to facilitate on-time supplier payment.

The Department of Parliamentary Services recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Department of Treasury website:

[www.treasury.gov.au](http://www.treasury.gov.au).

## CHILD SAFE FRAMEWORK

The department is committed to the principles of the Commonwealth Child Safe Framework (CCSF), by safeguarding the wellbeing of children during visits to or while working in Parliament House.

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

To remain compliant with the CCSF, we have developed a Child Safe Policy to further embed a child-safe culture and practices within our workplace. The policy is available on the department's intranet site.

We have also developed a robust risk assessment in line with the CCSF to identify, monitor and manage all relevant risks. This assessment is reviewed annually to ensure currency. The Risk Assessment Review was conducted in August 2022 for the 2021–2022 financial year. Our assessment is that the risk to the safety of children in Parliament House remains low.

During 2021 the department initiated an annual compliance assessment program and our assessment for the 2021–22 financial year is that we are compliant with the requirements of the CCSF.

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

## COMMITMENT TO INDIGENOUS ARTISTS' RIGHTS

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

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

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





# FINANCIAL STATEMENTS

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## INDEPENDENT AUDITOR'S REPORT

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

### Opinion

In my opinion, the financial statements of the Department of Parliamentary Services (the Entity) for the year ended 30 June 2022:

- (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 Entity as at 30 June 2022 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2022 and for the year then ended:

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

### Basis for opinion

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

### Key audit matters

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

<b>Key audit matter</b>	<b>How the audit addressed the matter</b>
<p><b>Valuation of Buildings</b></p> <p><i>Refer to Note 4.1A Administered – Non-financial assets</i></p> <p>I consider the valuation of administered buildings to be a key audit matter due to the complexities in the judgements underpinning the calculation of the fair value of buildings, being Parliament House. As at 30 June 2022, the buildings were valued at \$2.61 billion.</p> <p>The valuation is complex due to the unique nature of each building component that comprises Parliament House. Significant judgement is exercised in making the estimation, which is based on current replacement cost and useful life.</p>	<p>To address the key audit matter, I</p> <ul style="list-style-type: none"> <li>• evaluated the competence, capability and objectivity of the Entity's valuation expert; and</li> <li>• evaluated the appropriateness of key assumptions applied by the Entity's valuation expert that included the estimated current replacement costs. This included testing the completeness and accuracy of data used in the year-end valuation process including assessing the quality assurance processes used by the Entity to confirm the integrity of the data used for performing the valuation.</li> </ul>

### **Accountable Authority's responsibility for the financial statements**

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

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

### **Auditor's responsibilities for the audit of the financial statements**

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

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

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or

conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and

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

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

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

Australian National Audit Office

A handwritten signature in blue ink that reads "Colin Bienke". The signature is written in a cursive style with a large initial 'C'.

Colin Bienke  
Audit Principal

Delegate of the Auditor-General

Canberra  
21 September 2022



**Department of Parliamentary Services  
Financial Statements for the period ended 30 June 2022**

**Statement by the Secretary and the Chief Finance Officer**

In our opinion, the attached financial statements for the year ended 30 June 2022 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

19 September 2022



Signed.....

Matthew O'Brien

Chief Finance Officer

19 September 2022

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**STATEMENT OF COMPREHENSIVE INCOME**  
for the period ended 30 June 2022

			2022	2021	Original Budget 2022
	Note ref	Budget ref	\$'000	\$'000	\$'000
<b>NET COST OF SERVICES</b>					
<b>Expenses</b>					
Employee benefits	6.1A	B2	107,297	98,811	111,476
Suppliers	1.1A		56,771	53,826	56,487
Depreciation and amortisation	3.2A	B6	24,893	21,203	21,091
Impairment loss on financial instruments			-	56	-
Write-down and impairment of other assets		B6	1,264	146	-
Losses from asset sales			83	26	-
Finance costs			18	10	19
<b>Total expenses</b>			<b>190,326</b>	<b>174,078</b>	<b>189,073</b>
<b>Own-Source Income</b>					
<b>Own-source revenue</b>					
Revenue from contracts with customers	1.2A	B1	7,531	8,228	14,041
Other revenue			314	745	885
Resources received free of charge	1.2B		186	186	-
<b>Total own-source revenue</b>			<b>8,031</b>	<b>9,159</b>	<b>14,926</b>
<b>Gains</b>					
Other gains			18	2	-
<b>Total gains</b>			<b>18</b>	<b>2</b>	<b>-</b>
<b>Total own-source income</b>			<b>8,049</b>	<b>9,161</b>	<b>14,926</b>
<b>Net cost of services</b>			<b>182,277</b>	<b>164,917</b>	<b>174,147</b>
Revenue from Government	5.1A		154,067	151,168	154,067
<b>Deficit after income tax on continuing operation</b>			<b>(28,210)</b>	<b>(13,749)</b>	<b>(20,080)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
<b>Items not subject to subsequent reclassification to net cost of services</b>					
Changes in asset revaluation reserve			-	(1,686)	-
<b>Total comprehensive loss</b>			<b>(28,210)</b>	<b>(15,435)</b>	<b>(20,080)</b>

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

**STATEMENT OF FINANCIAL POSITION**  
as at 30 June 2022

	Note ref	Budget ref	2022 \$'000	2021 \$'000	Original Budget 2022 \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents			1,094	855	1,097
Trade and other receivables	3.1A	B4	<u>34,578</u>	<u>34,376</u>	<u>26,045</u>
<b>Total financial assets</b>			<u>35,672</u>	<u>35,231</u>	<u>27,142</u>
<b>Non-financial assets</b>					
Property, plant and equipment:					
Information and communication technology	3.2A	B6	22,549	23,275	27,651
Plant and equipment	3.2A		11,210	8,601	10,218
Library collection	3.2A		9,247	7,991	9,493
Right of use assets	3.2A	B3	5,770	1,960	582
Intangibles	3.2A	B6	44,541	50,087	48,446
Inventories	3.2B		232	388	402
Prepayments			<u>5,671</u>	<u>4,714</u>	<u>4,176</u>
<b>Total non-financial assets</b>			<u>99,220</u>	<u>97,016</u>	<u>100,968</u>
<b>Total assets</b>	8.1A		<u>134,892</u>	<u>132,247</u>	<u>128,110</u>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers		B5	8,400	5,587	5,437
Other payables	3.3A	B5	<u>4,286</u>	<u>2,842</u>	<u>1,854</u>
<b>Total payables</b>			<u>12,686</u>	<u>8,429</u>	<u>7,291</u>
<b>Provisions</b>					
Employee provisions	6.1B		<u>27,789</u>	<u>28,217</u>	<u>28,510</u>
<b>Total provisions</b>			<u>27,789</u>	<u>28,217</u>	<u>28,510</u>
<b>Interest bearing liabilities</b>					
Leases	3.4A	B3	<u>5,828</u>	<u>1,930</u>	<u>1,056</u>
<b>Total interest bearing liabilities</b>			<u>5,828</u>	<u>1,930</u>	<u>1,056</u>
<b>Total liabilities</b>	8.1A		<u>46,303</u>	<u>38,576</u>	<u>36,857</u>
<b>Net assets</b>			<u>88,589</u>	<u>93,671</u>	<u>91,253</u>
<b>EQUITY</b>					
Contributed equity			347,683	324,633	346,463
Reserves			19,508	19,508	21,194
Accumulated deficit			<u>(278,602)</u>	<u>(250,470)</u>	<u>(276,404)</u>
<b>Total equity</b>			<u>88,589</u>	<u>93,671</u>	<u>91,253</u>

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

## STATEMENT OF CHANGES IN EQUITY

for the period ended 30 June 2022

	Contributed equity		Asset revaluation reserve		Accumulated deficit		Total equity	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
<b>CONTRIBUTED EQUITY</b>								
<b>Opening balance</b>								
Balance carried forward from previous period	324,633	301,687	19,508	21,194	(250,470)	(236,721)	93,671	86,160
Adjustments to opening balance	-	-	-	-	78	-	78	-
<b>Adjusted opening balance</b>	<b>324,633</b>	<b>301,687</b>	<b>19,508</b>	<b>21,194</b>	<b>(250,392)</b>	<b>(236,721)</b>	<b>93,749</b>	<b>86,160</b>
<b>Comprehensive income</b>								
Deficit for the period	-	-	-	-	(28,210)	(13,749)	(28,210)	(13,749)
Changes in asset revaluation reserve	-	-	-	(1,686)	-	-	-	(1,686)
<b>Total comprehensive income</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(1,686)</b>	<b>(28,210)</b>	<b>(13,749)</b>	<b>(28,210)</b>	<b>(15,435)</b>
<b>Transactions with owners</b>								
Contributions and distributions by owners								
Departmental capital budget	22,949	21,827	-	-	-	-	22,949	21,827
Transfer of assets <sup>1</sup>	101	1,119	-	-	-	-	101	1,119
<b>Total transactions with owners</b>	<b>23,050</b>	<b>22,946</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>23,050</b>	<b>22,946</b>
<b>Closing balance as at 30 June</b>	<b>347,683</b>	<b>324,633</b>	<b>19,508</b>	<b>19,508</b>	<b>(278,602)</b>	<b>(250,470)</b>	<b>88,589</b>	<b>93,671</b>
<i>Original Budget</i>								
<i>Opening balance</i>	<i>323,514</i>	<i>301,687</i>	<i>21,194</i>	<i>21,194</i>	<i>(256,324)</i>	<i>(236,721)</i>	<i>88,384</i>	<i>86,160</i>
<i>Total comprehensive income</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>(20,080)</i>	<i>(19,603)</i>	<i>(20,080)</i>	<i>(19,603)</i>
<i>Total transactions with owners</i>	<i>22,949</i>	<i>21,827</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>22,949</i>	<i>21,827</i>
<i>Closing balance</i>	<i>346,463</i>	<i>323,514</i>	<i>21,194</i>	<i>21,194</i>	<i>(276,404)</i>	<i>(256,324)</i>	<i>91,253</i>	<i>88,384</i>

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

<sup>1</sup> In 2021-22, \$0.10m in non-financial assets were transferred from the Department of the Senate to the Department of Parliamentary Services (DPS) (2021: non-financial assets were transferred from the Department of the Senate (\$0.71m) and from the Department of the House of Representatives (\$0.41m) to DPS).

### Accounting Policy

#### Departmental Capital Budget

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

**CASH FLOW STATEMENT**  
for the period ended 30 June 2022

	Budget ref	2022 \$'000	2021 \$'000	Original Budget 2022 \$'000
<b>OPERATING ACTIVITIES</b>				
<b>Cash received</b>				
Appropriations	B2, B4	162,763	153,642	168,993
Sale of goods and rendering of services	B1	7,706	7,622	14,041
Net GST received		7,121	6,697	5,649
Other		313	762	885
<b>Total cash received</b>		<b>177,903</b>	<b>168,723</b>	<b>189,568</b>
<b>Cash used</b>				
Employees	B2	106,201	98,133	111,476
Suppliers		62,743	59,746	62,136
Interest payments on lease liabilities		18	10	19
Section 74 receipts transferred to OPA	B1	7,830	10,115	14,926
<b>Total cash used</b>		<b>176,792</b>	<b>168,004</b>	<b>188,557</b>
<b>Net cash from operating activities</b>		<b>1,111</b>	<b>719</b>	<b>1,011</b>
<b>INVESTING ACTIVITIES</b>				
<b>Cash received</b>				
Proceeds from sales of plant and equipment		93	16	-
<b>Total cash received</b>		<b>93</b>	<b>16</b>	<b>-</b>
<b>Cash used</b>				
Purchase of property, plant and equipment		15,121	9,811	14,241
Purchase of intangibles		7,238	12,171	8,708
<b>Total cash used</b>		<b>22,359</b>	<b>21,982</b>	<b>22,949</b>
<b>Net cash used by investing activities</b>		<b>(22,266)</b>	<b>(21,966)</b>	<b>(22,949)</b>
<b>FINANCING ACTIVITIES</b>				
<b>Cash received</b>				
Departmental capital budget		22,358	21,982	22,949
<b>Total cash received</b>		<b>22,358</b>	<b>21,982</b>	<b>22,949</b>
<b>Cash used</b>				
Principal payments of lease liabilities		964	977	1,011
<b>Total cash used</b>		<b>964</b>	<b>977</b>	<b>1,011</b>
<b>Net cash from financing activities</b>		<b>21,394</b>	<b>21,005</b>	<b>21,938</b>
<b>Net increase/(decrease) in cash held</b>		<b>239</b>	<b>(242)</b>	<b>-</b>
Cash and cash equivalents at the beginning of the reporting period		855	1,097	1,097
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>1,094</b>	<b>855</b>	<b>1,097</b>

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

**ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME**  
for the period ended 30 June 2022

			2022	2021	Original Budget 2022
	Note ref	Budget ref	\$'000	\$'000	\$'000
<b>NET COST OF SERVICES</b>					
<b>Expenses</b>					
Suppliers	2.1A	B8	6,886	8,768	8,859
Depreciation and amortisation	4.1A		45,082	46,722	40,708
Write-down and impairment of non-financial assets	4.1A		293	34	-
<b>Total expenses</b>			<b>52,261</b>	<b>55,524</b>	<b>49,567</b>
<b>Income</b>					
<b>Revenue</b>					
<b>Non-taxation revenue</b>					
Sundry receipts			-	670	-
<b>Total non-taxation revenue</b>			<b>-</b>	<b>670</b>	<b>-</b>
<b>Total revenue</b>			<b>-</b>	<b>670</b>	<b>-</b>
<b>Gains</b>					
Assets first recognised			-	844	-
<b>Total gains</b>			<b>-</b>	<b>844</b>	<b>-</b>
<b>Total income</b>			<b>-</b>	<b>1,514</b>	<b>-</b>
<b>Net cost of services</b>			<b>52,261</b>	<b>54,010</b>	<b>49,567</b>
<b>Deficit</b>			<b>(52,261)</b>	<b>(54,010)</b>	<b>(49,567)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
<b>Items not subject to subsequent reclassification to net cost of services</b>					
Changes in asset revaluation surplus	4.1A	B7	186,395	84,745	-
<b>Total comprehensive income/(loss)</b>			<b>134,134</b>	<b>30,735</b>	<b>(49,567)</b>

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

**ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES**  
as at 30 June 2022

			2022	2021	Original Budget 2022
	Note ref	Budget ref	\$'000	\$'000	\$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents			-	432	-
GST receivable			<u>828</u>	<u>615</u>	<u>1,647</u>
<b>Total financial assets</b>			<u>828</u>	<u>1,047</u>	<u>1,647</u>
<b>Non-financial assets</b>					
Property, plant and equipment:					
Land	4.1A	B7	<b>145,560</b>	119,000	119,000
Buildings	4.1A	B7	<b>2,610,087</b>	2,468,383	2,385,854
Heritage and cultural	4.1A		<b>125,726</b>	124,947	120,152
Plant and equipment	4.1A		<b>38,511</b>	37,329	43,755
Intangibles	4.1A		<b>7,382</b>	7,420	7,725
Prepayments			<u>529</u>	<u>533</u>	<u>189</u>
<b>Total non-financial assets</b>			<u>2,927,795</u>	<u>2,757,612</u>	<u>2,676,675</u>
<b>Total assets administered on behalf of Government</b>	8.1B		<u>2,928,623</u>	<u>2,758,659</u>	<u>2,678,322</u>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers		B9	<b>918</b>	3,329	9,651
GST funding			<u>740</u>	<u>446</u>	<u>1,193</u>
<b>Total payables</b>			<u>1,658</u>	<u>3,775</u>	<u>10,844</u>
<b>Total liabilities administered on behalf of government</b>	8.1B		<u>1,658</u>	<u>3,775</u>	<u>10,844</u>
<b>Net assets</b>			<u>2,926,965</u>	<u>2,754,884</u>	<u>2,667,478</u>

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



**ADMINISTERED RECONCILIATION SCHEDULE***for the period ended 30 June 2022*

	Note ref	2022 \$'000	2021 \$'000
<b>Opening assets less liabilities as at 1 July</b>		<b>2,754,884</b>	2,648,408
<b>Net (cost of)/contribution by services</b>			
Income		-	1,514
Expenses		(52,261)	(55,524)
<b>Other comprehensive income</b>			
Revaluations transferred to reserves	4.1A	186,395	84,745
<b>Transfers (to)/from Australian Government</b>			
Appropriation transfers from Official Public Account (OPA)			
Administered assets and liabilities appropriations		31,954	66,749
Administered annual appropriations		5,993	9,662
Appropriation transfers to OPA			
Administered receipts		-	(670)
<b>Closing assets less liabilities as at 30 June</b>		<b>2,926,965</b>	2,754,884

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

**Accounting Policy****Administered Cash Transfers to and from the Official Public Account**

Revenue collected by DPS for use by the Government rather than the department is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the department on behalf of the Government and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.

**ADMINISTERED CASH FLOW STATEMENT**  
for the period ended 30 June 2022

	Budget ref	2022 \$'000	2021 \$'000	Original Budget 2022 \$'000
<b>OPERATING ACTIVITIES</b>				
<b>Cash received</b>				
GST received		3,341	7,998	4,922
Sundry receipts		-	670	-
<b>Total cash received</b>		<b>3,341</b>	<b>8,668</b>	<b>4,922</b>
<b>Cash used</b>				
Suppliers	B8	10,058	25,232	13,781
<b>Total cash used</b>		<b>10,058</b>	<b>25,232</b>	<b>13,781</b>
<b>Net cash used by operating activities</b>		<b>(6,717)</b>	<b>(16,564)</b>	<b>(8,859)</b>
<b>INVESTING ACTIVITIES</b>				
<b>Cash used</b>				
Purchase of property, plant and equipment	B7	31,411	66,318	40,362
Purchase of intangibles		543	432	-
<b>Total cash used</b>		<b>31,954</b>	<b>66,750</b>	<b>40,362</b>
<b>Net cash used by investing activities</b>		<b>(31,954)</b>	<b>(66,750)</b>	<b>(40,362)</b>
<b>Net decrease in cash held</b>		<b>(38,671)</b>	<b>(83,314)</b>	<b>(49,221)</b>
<b>Cash (to)/from Official Public Account</b>				
Appropriations		37,947	76,412	54,143
Administered receipts		-	(670)	-
Net GST funding		292	(747)	(4,922)
<b>Total cash from the official public account</b>		<b>38,239</b>	<b>74,995</b>	<b>49,221</b>
<b>Net decrease in cash held</b>		<b>(432)</b>	<b>(8,319)</b>	<b>-</b>
Cash and cash equivalents at the beginning of the reporting period		432	8,751	-
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>-</b>	<b>432</b>	<b>-</b>

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

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### A. Overview

#### Objectives of the Department of Parliamentary Services

The Department of Parliamentary Services (the department or DPS) is a Commonwealth Non-Corporate Entity. It is a not-for-profit entity. The department is structured to meet the following outcome:

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

The continued existence of the department in its present form and with its present programs is dependent on 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.

#### Basis of preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

- Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
- Australian Accounting Standards and Interpretations including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value.

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

#### New Australian Accounting Standards (AAS)

All new/revised/amending standards and/or interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on the entity's financial statements.

Standard/ Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements.
AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities	AASB 1060 applies to annual reporting periods beginning on or after 1 July 2021 and replaces the reduced disclosure requirements (RDR) framework. The application of AASB 1060 involves some reduction in disclosure compared to the RDR with no impact on the reported financial position, financial performance and cash flows of the entity.

#### 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:

- where the amount of GST incurred is not recoverable from the Australian Taxation Office, and
- for receivables and payables.

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## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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### Key Judgements and Estimates

In applying the department's accounting policies, management has made a number of judgements and applied estimates and assumptions to future events. Judgements and estimates that are material to the financial statements are found in the following notes:

- 3.2A Departmental non-financial assets
- 4.1A Administered non-financial assets
- 6.1B Employee provisions

### Reporting of administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

### Prior year adjustments

No changes have been made to departmental or administered prior year disclosures.

### Events after the reporting period

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

### Administered events after the reporting period

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

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

## B. Budget Variance Commentary

DEPARTMENTAL		
Note reference	Affected line items	Explanation of major variance <sup>1</sup>
B1. COVID-19	Statement of Comprehensive Income: <ul style="list-style-type: none"> <li>Revenue from contracts with customers</li> </ul> Cash Flow Statement: <ul style="list-style-type: none"> <li>Sales of goods and rendering of services</li> <li>Section 74 receipts transferred to OPA</li> </ul>	The effects of COVID-19 on DPS operations continued into 2021-22, with a decrease in event and visitor numbers at Australian Parliament House (APH), in conjunction with the announcement of lockdowns in the ACT, resulting in a majority of DPS staff working from home. These factors lead to: <ul style="list-style-type: none"> <li>A reduction in events revenue.</li> <li>A reduction in catering revenue due to decreased activity in APH as a result of reduced visitor traffic and working from home arrangements.</li> </ul> Revenue was further reduced compared to budget due to rent relief provided to the APH licensees in the first half of 2021-22.
B2. Employees	Statement of Comprehensive Income: <ul style="list-style-type: none"> <li>Employee benefits</li> </ul> Cash Flow Statement: <ul style="list-style-type: none"> <li>Employees</li> </ul>	Average staffing levels increased year on year, however remained below budget resulting in an underspend in employee benefits expense to budget. This was driven by labour market shortages across sections of the skilled workforce resulting in delayed recruitment.
B3. Leases	Statement of Financial Position: <ul style="list-style-type: none"> <li>Right of use assets</li> <li>Leases</li> </ul>	DPS entered into a new lease for office space in 2021-22, resulting in an uplift of both right of use assets and lease liabilities compared to budget.
B4. Receivables	Statement of Financial Position: <ul style="list-style-type: none"> <li>Trade and other receivables</li> </ul> Cash Flow Statement: <ul style="list-style-type: none"> <li>Appropriations</li> </ul>	An increase in the appropriation receivable to budget is linked to an underspend in employee benefits (B2).
B5. Payables	Statement of Financial Position: <ul style="list-style-type: none"> <li>Suppliers</li> <li>Other payables</li> </ul>	Supplier payables exceeded budget due to the timing of supplier payments at the conclusion of the financial year. Other payables exceeded budget due to unbudgeted redundancies payable.
B6. Non-Financial Assets	Statement of Financial Position: <ul style="list-style-type: none"> <li>Information and communication technology</li> <li>Intangibles</li> </ul> Statement of Comprehensive Income: <ul style="list-style-type: none"> <li>Depreciation and amortisation</li> <li>Write-down and impairment of other assets</li> </ul>	<u>Intangibles</u> High value intangible assets were capitalised towards the end of the 2020-21 financial year, and at the commencement of the 2021-22 financial year. This resulted in an increase in amortisation to budget and a reduction in the net book value of intangibles. Additionally, \$1.2 million in unbudgeted impairment was recognised on intangible assets, further reducing the net book value of intangibles to budget.  <u>Information Communication and Technology (ICT)</u> The net book value of ICT assets is lower than budget due to 2020-21 delays in the implementation of ICT projects. As the 2021-22 budget was set prior to the completion of the 2020-21 financial year, previous delays and underspends are reflected in the 2021-22 net book value of ICT assets.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

<b>ADMINISTERED</b>		
<b>Note reference</b>	<b>Affected line items</b>	<b>Explanation of major variance<sup>1</sup></b>
B7. Non-Financial assets	Administered Schedule of Comprehensive Income: <ul style="list-style-type: none"> <li>Changes in asset revaluation surplus</li> </ul> Administered Schedule of Assets and Liabilities: <ul style="list-style-type: none"> <li>Land</li> <li>Buildings</li> </ul> Administered Cash Flow Statement: <ul style="list-style-type: none"> <li>Purchase of property, plant, and equipment</li> </ul>	<p><u>Valuations:</u> Actual results include the impact of asset revaluations conducted in 2021-22, which are difficult to predict for budget purposes. The 2021-22 comprehensive valuations resulted in an increment in value for land (\$26.6 million) and buildings (\$159.8 million) driving variances to budget for these asset classes.</p> <p><u>Purchase of Property, Plant and Equipment:</u> Administered capital expenditure was reduced compared to budget in 2021-22 due to delays in delivery of the administered capital works plan. This was as a result of a variety of factors, including the disruption to supply chains for the purchase of construction materials.</p>
B8. Supplier Expenses	Administered Schedule of Comprehensive Income: <ul style="list-style-type: none"> <li>Suppliers</li> </ul> Administered Cash Flow Statement <ul style="list-style-type: none"> <li>Suppliers</li> </ul>	The maintenance of the electronic security system was transitioned in-house in 2021-22, resulting in savings to the department.
B9. Supplier Payables	Administered Schedule of Assets and Liabilities: <ul style="list-style-type: none"> <li>Suppliers</li> </ul>	Supplier payables are linked to the delivery of the Administered Capital Works Plan. An underspend to budget is driven by delays in delivery of the plan.

<sup>1</sup> Major variances are determined on the basis of professional judgement and are not focused merely on quantitative variances between the original budget and actual amounts.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 1. Financial performance

This section analyses the financial performance of the department for the year ended 2022.

#### 1.1. Expenses

	2022	2021
	\$'000	\$'000
<b>Note 1.1A: Suppliers</b>		
<b>Goods and services supplied or rendered</b>		
Contractors and professional services	12,485	8,518
Catering labour hire	2,282	2,997
Information communication and technology	17,998	17,275
Property operating expenses	16,436	16,167
Office equipment and supplies	970	1,814
Employee related expenses	2,993	2,817
Cost of goods sold	2,378	3,087
Other	161	223
<b>Total goods and services supplied or rendered</b>	<b>55,703</b>	<b>52,898</b>
Goods supplied	9,756	10,664
Services rendered	45,947	42,234
<b>Total goods and services supplied or rendered</b>	<b>55,703</b>	<b>52,898</b>
<b>Other suppliers</b>		
Workers compensation expenses	676	818
Short-term leases	-	67
Variable lease payments	392	43
<b>Total other suppliers</b>	<b>1,068</b>	<b>928</b>
<b>Total suppliers</b>	<b>56,771</b>	<b>53,826</b>

The above lease disclosures should be read in conjunction with the accompanying notes 3.2A and 3.4A.

#### Accounting Policy

##### *Short-term leases and leases of low-value assets*

The department has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000). The department recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 1.2. Own-source revenue and gains

	<b>2022</b>	2021
<b>OWN SOURCE REVENUE</b>	<b>\$'000</b>	\$'000

#### **Note 1.2A: Revenue from contracts with customers**

Parliament shop	470	730
Catering	3,840	5,187
Rendering of other services	1,428	1,885
Licence revenue	1,661	102
Public carpark	132	324
<b>Total revenue from contracts with customers</b>	<b>7,531</b>	<b>8,228</b>

#### **Disaggregation of revenue from contracts with customers**

##### **Type of customer:**

Australian Government entities (related parties)	1,634	1,338
State and Territory Governments	8	15
Non-government entities	5,889	6,875
	<b>7,531</b>	<b>8,228</b>

##### **Timing of transfer of goods and services:**

Over a period of time	2,389	879
At a point in time	5,142	7,349
	<b>7,531</b>	<b>8,228</b>

#### **Accounting policy**

Revenue from the sale of goods is recognised when control has been transferred to the buyer. Revenue from the sales of services is recognised when the performance obligation is satisfied.

DPS considers revenue at a point in time as revenue relating to sales through the parliament shop, catering, and public carpark facilities. Over a period of time revenue relates to services provided such as accommodation licences and rendering of other services.

The transaction price is the total amount of consideration to which the Department expects to be entitled in exchange for transferring promised goods or services to a customer. The consideration promised in a contract with a customer may include fixed amounts, variable amounts, or both.

Where payment is not received at a point-of-sale terminal, DPS payment terms are 30 days (2021: 30 days) from the date of invoice recognised at the nominal amounts due less any impairment allowance. Collectability of debts is reviewed at the end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

	<b>2022</b>	2021
	<b>\$'000</b>	\$'000
<b>Note 1.2B: Resources received free of charge</b>		
Audit fee	186	186
<b>Total resources received free of charge</b>	<b>186</b>	<b>186</b>



## 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

	2022	2021
	\$'000	\$'000
<b>Note 2.1A: Suppliers</b>		
<b>Goods and services supplied or rendered</b>		
Maintenance	6,886	8,768
<b>Total goods and services supplied or rendered</b>	<b>6,886</b>	<b>8,768</b>
Goods supplied	771	184
Services rendered	6,115	8,584
<b>Total goods and services supplied or rendered</b>	<b>6,886</b>	<b>8,768</b>

### 3. Financial position

This section analyses the department's assets used to conduct its operations and the operating liabilities incurred as a result.

#### 3.1. Financial assets

	2022	2021
	\$'000	\$'000
<b>Note 3.1A: Trade and other receivables</b>		
<b>Goods and services receivables</b>		
Goods and services	1,805	1,556
<b>Total goods and services receivables</b>	<b>1,805</b>	<b>1,556</b>
<b>Appropriations receivables</b>		
Operating funding for existing programs	19,837	20,703
Departmental Capital Budget	11,865	11,274
<b>Total appropriations receivables</b>	<b>31,702</b>	<b>31,977</b>
<b>Other receivables</b>		
GST receivable from ATO	1,117	844
Other	7	96
<b>Total other receivables</b>	<b>1,124</b>	<b>940</b>
<b>Total trade and other receivables (gross)</b>	<b>34,631</b>	<b>34,473</b>
<b>Less impairment loss allowance</b>	<b>(53)</b>	<b>(97)</b>
<b>Total trade and other receivables (net)</b>	<b>34,578</b>	<b>34,376</b>

Credit terms for goods and services were within 30 days (2021: 30 days).

#### Accounting policy

##### *Trade and other receivables*

Refer to accounting policy in Note 7.2 Financial instruments.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 3.2. Non-financial assets

#### Note 3.2A: Reconciliation of the opening and closing balances of plant and equipment and intangibles

	Property, Plant and equipment					Intangibles \$'000	Total \$'000
	Information and communication technology \$'000	Plant and equipment \$'000	Library collection \$'000	Right of Use (ROU) \$'000			
<b>As at 1 July 2021</b>							
Gross book value	32,613	11,384	7,991	3,879	109,336	165,203	
Accumulated depreciation, amortisation and impairment	(9,338)	(2,783)	-	(1,919)	(59,249)	(73,289)	
<b>Total as at 1 July 2021</b>	<b>23,275</b>	<b>8,601</b>	<b>7,991</b>	<b>1,960</b>	<b>50,087</b>	<b>91,914</b>	
<b>Additions</b>							
By purchase or internally developed	9,123	4,338	2,374	-	7,238	23,073	
Right-of-use (ROU) assets	-	-	-	4,842	-	4,842	
Transfer from other agencies <sup>1</sup>	101	-	-	-	-	101	
Depreciation and amortisation	(9,418)	(1,691)	(1,105)	-	(11,939)	(24,153)	
Depreciation on ROU assets	-	-	-	(740)	-	(740)	
Reclassification	(413)	84	(13)	-	342	-	
Impairment <sup>2</sup>	(48)	-	-	-	(1,187)	(1,235)	
Disposals	(71)	(122)	-	-	-	(193)	
Disposals - ROU Assets	-	-	-	(292)	-	(292)	
<b>Total as at 30 June 2022</b>	<b>22,549</b>	<b>11,210</b>	<b>9,247</b>	<b>5,770</b>	<b>44,541</b>	<b>93,317</b>	
<b>Total as at 30 June 2022 represented by</b>							
Gross book value	41,230	15,638	10,352	8,429	109,833	185,482	
Accumulated depreciation and amortisation	(18,681)	(4,428)	(1,105)	(2,659)	(65,292)	(92,165)	
<b>Total as at 30 June 2022</b>	<b>22,549</b>	<b>11,210</b>	<b>9,247</b>	<b>5,770</b>	<b>44,541</b>	<b>93,317</b>	

<sup>1</sup> In 2021-22, \$0.10m in non-financial assets were transferred from the Department of the Senate to DPS (2021: non-financial assets were transferred from the Department of the Senate (\$0.71m) and from the Department of the House of Representatives (\$0.41m) to DPS).

<sup>2</sup> In 2021-22, all asset classes were assessed for impairment with no material indicators of impairment noted. Assessed impairment was limited to the amount noted in the table above.

In 2021-22 the Information and Communication Technology, Plant and Equipment and Library Collection asset classes were subject to a materiality review by an independent valuer (Jones Lang LaSalle Advisory Services Pty Ltd), with no indicators of material movement noted (2021: revaluation decrement of \$1.69m for the Library Collection asset class).

#### Contractual commitments for the acquisition and lease of plant and equipment and intangible assets

The nature of capital and lease commitments is related to the purchase of plant and equipment and intangible assets.

	Capital commitments	
	2022 \$'000	2021 \$'000
<b>Commitments are payable as follows:</b>		
Within 1 year	7,470	2,381
Between 1 to 5 years	378	714
More than 5 years	-	-
<b>Total commitments</b>	<b>7,848</b>	<b>3,095</b>

Commitments payable are GST inclusive amounts.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### Accounting policy and measurement at fair value

DPS has a number of asset classes. The recognition and measurement policy is included in the table below:

Asset class	Initial recognition	Subsequent recognition	Fair value predominantly measured at	Last Comprehensive Valuation
Information and communication technology	At cost.	Fair value.	Current replacement cost	2020
Other plant and equipment			Market selling price	2019
Library collection			Market selling price	2021
Land			Market selling price	2022
Buildings			Current replacement cost	2022
Heritage and cultural			Adjusted market transactions	2021
Other plant and equipment (furniture)			Adjusted market transactions	2019
Intangibles			Cost less accumulated amortisation and accumulated impairment losses.	N/A
ROU – Building				
ROU – Other plant and equipment				

Fair value is equal to the asset movement table (Note 3.2A and Note 4.1A) with the exception of intangibles which are valued at cost.

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	2022	2021
<i><u>Departmental</u></i>		
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
Intangibles	100 years	100 years
<i><u>Administered</u></i>		
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
Intangibles	100 years	100 years

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for as separate asset classes to corresponding assets owned outright.

An impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition.

### Assets Under Construction (AUC)

AUC are recognised and held at cost which is considered the closest estimation of fair value. AUC are reviewed annually for indicators of impairment. The value of AUC is included in the applicable asset class.

### Impairment

All assets were assessed for impairment as at 30 June 2022.

### Derecognition

An item of any asset class is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Gains or losses from disposal of assets are recognised when control of the asset has been passed to the buyer.

## **Accounting policy**

### Heritage and cultural assets

The department has a number of stand-alone collections, managed as the Parliament House Art Collections (PHAC) including:

- the rotational collection, consisting largely of contemporary Australian artwork
- the architectural commissions, consisting of artworks that were commissioned as an integrated part of the architectural design of the building (including commissioned artist-made furniture)
- the historic memorials collection, consisting of historical portraits and paintings of significant events
- the gift collection, consisting of gifts that have been made to the Parliament
- the constitutional documents, a group of significant archival documents managed as part of the PHAC, and
- the archive, a range of historic and archival materials about Parliament, the PHAC and the construction of Parliament House.

Heritage and Cultural assets have an indefinite useful life which is maintained through the department's adoption of appropriate curatorial and preservation policies in respect of the PHAC, which are available via the following link:

[https://www.aph.gov.au/Parliamentary\\_Business/Committees/Senate/Finance\\_and\\_Public\\_Administration/Completed\\_inquiries/2010-13/deptparliamentaryservices/report/c05](https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Finance_and_Public_Administration/Completed_inquiries/2010-13/deptparliamentaryservices/report/c05)

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### Judgements and estimates

An annual assessment is undertaken by an independent valuer each year to determine whether the carrying amount of assets are materially different from the fair value, with comprehensive valuations carried out at least once every three to four years. Where assets materially differ, a valuation adjustment is made. DPS engaged the services of Jones Lang LaSalle Advisory Services Pty Ltd (JLL) to conduct the valuations of asset classes.

The outbreak of the Novel Coronavirus (COVID-19) was declared as a global pandemic by the World Health Organisation on 11 March 2020. The global markets are being impacted by the uncertainty that the COVID-19 outbreak and the conflict has caused and market conditions continue to change. As a result, valuations are therefore reported on the basis of valuation uncertainty.

Asset classes are subject to a valuation assessment each year, subject to DPS's rolling revaluation program. The valuation assessment of each asset class is conducted using one of the following approaches:

**Comprehensive valuation** – This approach involves a review of all critical information and physical attributes important in determining fair value. All DPS specific and external market inputs critical to the assets fair value are fully investigated, with a physical inspection also undertaken.

**Desktop valuation** – This approach involves determining the value of an asset with limited information and without physical inspection. Physical characteristics captured as part of previous comprehensive valuations, as well as recent external and DPS specific inputs are used to assess fair value.

**Desktop/Materiality review** – This approach involves a review of macro and micro inputs that have an impact on an assets fair value. The outcomes are measured against the respective book values as an indication to the level of material movement.

The methods utilised to determine and substantiate the unobservable inputs are derived and evaluated as follows:

**Current replacement cost** – Assets that do not transact with enough frequency or transparency to determine fair value from directly observable market evidence have been measured utilising the current replacement cost (CRC) approach. Significant judgement and estimates include the valuation of Australian Parliament House under this approach.

In determining replacement costs, unit rates have been applied to the individual asset components to determine current replacement cost. Unit rates have been based on "Greenfield" project costs and include all materials, labour and direct costs. These unit rates have been developed based on advice from Quantity Surveyors, Rider Levett Bucknall Canberra.

Replacement costs have been adjusted in line with price movements for the non-residential Canberra construction market.

In determining physical depreciation and obsolescence adjustments, a range of inputs have been considered including internal capital and maintenance programs and reports as well as proposed asset retirements and replacements. JLL has conducted inspections of material building components to verify the inputs utilised.

**Market selling price** – Fair value measurement has been determined using the market approach. Significant judgement and estimates for asset classes utilising this approach have included the Land asset, where fair value was determined with reference to recent sales of land with a limited level of comparability due to the restricted nature, distance and unique characteristics of the Land asset. The use of Land is restricted by the *National Capital Plan* and the *Parliamentary Precincts Act 1988*.

**Adjusted market transactions** – Fair value measurement has been determined using the market approach, with adjustments made with regard to the unique characteristics or historic nature of assets within the asset class, resulting in limited directly observable market transactions. Significant judgement and estimates for assets utilising this approach have included the valuation of the 1297 Inspecimus copy of the Magna Carta, undertaken by a specialist valuer who applied significant professional judgement due to the historic nature of the asset.

	2022	2021
	\$'000	\$'000
<b>Note 3.2B: Inventories</b>		
<b>Inventories held for sale</b>		
Parliament shop	105	244
Catering	127	144
<b>Total inventories held for sale</b>	<u>232</u>	<u>388</u>
<b>Total inventories</b>	<u>232</u>	<u>388</u>

During 2022, \$2.38m of inventory held for sale was recognised as cost of goods sold (2021: \$3.09m), refer to Note 1.1A Suppliers.

### Accounting policy

Inventories held for sale are valued at the lower of cost and net realisable value.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 3.3. Payables

	2022	2021
	\$'000	\$'000
<b>Note 3.3A: Other payables</b>		
Wages and salaries	2,041	1,625
Employee benefits payable	938	686
Separations and redundancies	1,179	426
Deposits received/held	122	54
Other	6	51
<b>Total other payables</b>	<b>4,286</b>	<b>2,842</b>

### 3.4. Interest bearing liabilities

	2022	2021
	\$'000	\$'000
<b>Note 3.4A: Leases</b>		
Lease Liabilities		
Buildings	5,786	1,792
Plant and equipment	42	138
<b>Total leases</b>	<b>5,828</b>	<b>1,930</b>
<b>Maturity analysis - contractual undiscounted cash flows</b>		
Within 1 year	1,573	419
Between 1 to 5 years	4,356	1,619
<b>Total leases</b>	<b>5,929</b>	<b>2,038</b>

Total cash outflow for leases for the year ended 30 June 2022 was \$0.96m (2021: \$0.98m).

The department in its capacity as lessee has one significant lease for office space located at 25 National Circuit, Forrest, Canberra.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1A & 3.2A.

#### Accounting policy

For all new contracts entered into, the department considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**4. Assets and liabilities administered on behalf of Government**

This section analyses assets used to conduct operations and the liabilities incurred for activities that the department administers on behalf of Government.

**4.1. Administered – Non-financial assets****Note 4.1A: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles**

	Property, plant and equipment				Intangibles \$'000	Total \$'000
	Land \$'000	Buildings \$'000	Heritage and cultural \$'000	Plant and equipment \$'000		
<b>As at 1 July 2021</b>						
Gross book value	119,000	2,468,383	124,947	38,805	8,694	2,759,829
Accumulated depreciation and amortisation	-	-	-	(1,476)	(1,274)	(2,750)
<b>Net book value 1 July 2021</b>	<b>119,000</b>	<b>2,468,383</b>	<b>124,947</b>	<b>37,329</b>	<b>7,420</b>	<b>2,757,079</b>
<b>Additions</b>						
By purchase or internally developed	-	26,156	783	1,685	543	29,167
Revaluations recognised in other comprehensive income <sup>3</sup>	26,560	159,835	-	-	-	186,395
Depreciation and amortisation	-	(43,321)	-	(857)	(904)	(45,082)
Reclassification	-	(965)	-	578	387	-
Impairment <sup>2</sup>	-	(1)	-	(196)	(64)	(261)
Disposals	-	-	(4)	(28)	-	(32)
<b>Total as at 30 June 2022</b>	<b>145,560</b>	<b>2,610,087</b>	<b>125,726</b>	<b>38,511</b>	<b>7,382</b>	<b>2,927,266</b>
<b>Total as at 30 June 2022 represented by</b>						
Gross book value	145,560	2,610,087	125,726	40,813	9,560	2,931,746
Accumulated depreciation and amortisation	-	-	-	(2,302)	(2,178)	(4,480)
<b>Total as at 30 June 2022</b>	<b>145,560</b>	<b>2,610,087</b>	<b>125,726</b>	<b>38,511</b>	<b>7,382</b>	<b>2,927,266</b>

<sup>1</sup> Independent valuations were performed as at 30 June 2022 by Jones Lang LaSalle Advisory Services Pty Ltd. Revaluation increments of \$26.56m for Land and \$159.84m for Buildings asset classes were adjusted in the assets revaluation reserve (2020-21: increment of \$28.00m for Land, \$51.97m for Buildings and \$4.77m for Heritage and Cultural asset classes).

<sup>2</sup> In 2021-22, all asset classes were assessed for impairment with no material indicators of impairment noted. Assessed impairment was limited to the amount noted in the table above.

<sup>3</sup> Revaluations recognised in other comprehensive income in 2021-22 includes \$48.80m in respect of the fair value of the Senate and House of Representatives car park areas which had been omitted from the prior year asset values. This is attributable to \$23.41m in Land and \$25.39m in Buildings.

**Contractual commitments for the acquisition of property, plant and equipment and intangibles**

The nature of capital and lease commitments is related to the purchase of plant and equipment and intangible assets.

	2022 \$'000	2021 \$'000
<b>Commitments are payable as follows:</b>		
Within 1 year	17,766	18,202
Between 1 to 5 years	600	4,147
More than 5 years	-	652
<b>Total commitments</b>	<b>18,366</b>	<b>23,001</b>

Commitments payable are GST inclusive amounts.

**Accounting Policy**

Refer to policy and judgements in departmental non-financial assets (Note 3.2).

Fair value is equal to the asset movement table in Note 4.1A with the exception of intangibles which are valued at cost.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 5. Funding

This section identifies the department's funding structure.

#### 5.1. Appropriations

	2022	2021
	\$'000	\$'000
<b>Note 5.1A: Annual appropriations ('Recoverable GST exclusive')</b>		
<b>Departmental appropriation</b>		
Ordinary annual services	154,067	151,168
Capital budget <sup>1</sup>	22,949	21,827
Section 74 receipts <sup>2</sup>	7,830	10,115
<b>Total appropriation available</b>	<b>184,846</b>	<b>183,110</b>
Appropriation applied	(185,122)	(175,624)
<b>Variance<sup>3</sup></b>	<b>(276)</b>	<b>7,486</b>

<sup>1</sup> 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.

<sup>2</sup> The departmental operating appropriation is adjusted to include PGPA Act Section 74 receipts.

<sup>3</sup> The variance primarily relates to an operating deficit for the year.

#### **Note 5.1B: Unspent annual appropriations ('Recoverable GST exclusive')**

	2022	2021
	\$'000	\$'000
<b>Departmental</b>		
<i>Opening unspent appropriation balance</i>	31,977	24,492
Annual appropriation	177,017	172,994
Section 74 receipts	7,830	10,115
<b>Available appropriation</b>	<b>216,824</b>	<b>207,601</b>
Appropriation applied	(185,122)	(175,624)
<b>Closing unspent appropriation</b>	<b>31,702</b>	<b>31,977</b>
Balance comprises of:		
Ordinary annual services	19,837	20,703
Capital Budget	11,865	11,274
<b>Closing unspent appropriation</b>	<b>31,702</b>	<b>31,977</b>
<i>Represented by:</i>		
Appropriation (Parliamentary Departments) Act (No. 1) 2021-22	31,702	-
Appropriation (Parliamentary Departments) Act (No. 1) 2020-21	-	30,876
Supply (Parliamentary Departments) Act (No. 1) 2020-21	-	1,101
<b>Total departmental</b>	<b>31,702</b>	<b>31,977</b>

#### **Accounting policy**

##### Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivables are recognised at their nominal amounts.



## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

<b>Note 5.1C: Annual appropriations ('Recoverable GST exclusive')</b>		
	2022	2021
	\$'000	\$'000
<b>Administered appropriation</b>		
Ordinary annual services	8,859	8,824
Assets and liabilities	40,362	50,520
<b>Total appropriation available<sup>1</sup></b>	<b>49,221</b>	<b>59,344</b>
Appropriation applied	(37,947)	(76,412)
<b>Variance<sup>2</sup></b>	<b>11,274</b>	<b>(17,068)</b>

<sup>1</sup> 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.

<sup>2</sup> The variance primarily relates to an underspend on the administered capital works program compared to budgeted expenditure.

<b>Note 5.1D: Unspent annual appropriations ('Recoverable GST exclusive')</b>		
	2022	2021
	\$'000	\$'000
<b>Administered</b>		
<i>Opening unspent appropriation balance</i>	19,913	36,981
Annual appropriation	49,221	59,344
<b>Available appropriation</b>	<b>69,134</b>	<b>96,325</b>
Appropriation applied	(37,947)	(76,412)
<b>Closing unspent appropriation</b>	<b>31,187</b>	<b>19,913</b>
Balance comprises of:		
Ordinary annual services	6,293	3,427
Assets and liabilities	24,894	16,486
<b>Closing unspent appropriation</b>	<b>31,187</b>	<b>19,913</b>
<i>Represented by:</i>		
Appropriation (Parliamentary Departments) Act (No. 1) 2021-22	31,187	-
Supply (Parliamentary Departments) Act (No. 1) 2020-21	-	402
Appropriation (Parliamentary Departments) Act (No. 1) 2020-21	-	19,342
Supply (Parliamentary Departments) Act (No. 1) 2019-20	-	169
<b>Total administered</b>	<b>31,187</b>	<b>19,913</b>

**Note 5.1E: Disclosure by agent in relation to annual and special appropriations ('Recoverable GST exclusive')**

Department of Finance	Relationship	Appropriations applied	
		2022	2021
		\$'000	\$'000
Total receipts	Provision of electorate office	22,456	20,150
Total payments	Information Technology services	(22,456)	(20,150)
Total receipts	Provision of Auspic services	250	250
Total payments		(250)	(250)
Total receipts	Information Technology services for former Prime Ministers	20	178
Total payments		(20)	(178)

## 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

	2022 \$'000	2021 \$'000
<b>Note 6.1A: Employee benefits</b>		
Wages and salaries	78,580	73,334
Superannuation		
Defined contribution plans	9,899	8,730
Defined benefit plans	5,996	5,684
Leave and other entitlements	8,682	8,109
Separation and redundancies	3,118	1,442
Other	1,022	1,512
<b>Total employee benefits</b>	<b>107,297</b>	<b>98,811</b>
<b>Note 6.1B: Employee provisions</b>		
Annual leave	11,554	10,482
Long service leave	16,235	17,735
<b>Total employee provisions</b>	<b>27,789</b>	<b>28,217</b>

#### Accounting policy

Employee provisions include 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 2022. 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 Australian Government.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in 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 Australian Government. The department accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 6.2. Related party disclosures

#### Related party relationships:

The department is an Australian Government controlled entity. The related parties to the department are key management personnel as defined below in Note 6.3 and their close family members and/or controlled or joint controlled entities as well as other Australian Government entities.

#### Transactions with related parties:

The department undertakes a number of functions on behalf of the Australian Parliament, as detailed in the financial statements. In performing these functions, the department transacts with all other Australian Government controlled entities for normal day-to-day business operations provided under normal terms and conditions. These transactions are not considered significant individually to warrant separate disclosure as related party transactions (2020-21: Nil).

### 6.3. Key management personnel remuneration

AASB 124 defines key management personnel (KMP) as those persons having authority and responsibility for planning, directing and controlling the activities of the department, directly or indirectly (excluding those subject to a fee-for-service contract arrangement where the department is not the direct employer).

The department has determined the KMP to be the Presiding Officers, the Secretary and direct reports to the Secretary, being, the Deputy Secretary, the Parliamentary Librarian and the Chief Information Officer.

The KMP remuneration is reported in the table below:

	2022	2021
	\$'000	\$'000
Short-term employee benefits	1,402	1,333
Post-employment benefits	190	188
Other long-term employee benefits	49	16
<b>Total KMP remuneration expenses<sup>1</sup></b>	<b>1,641</b>	<b>1,537</b>

The total number of KMP positions reportable in the table above is 4 positions (2021: 4 positions). During the 2021-22 financial year these positions were occupied by 4 individuals (2021: 5 individuals).

<sup>1</sup> The above KMP remuneration does not include the remuneration and other benefits of the Presiding Officers. The Presiding Officers' remuneration and other benefits are not paid by DPS.

#### Accounting policy

The department has included all key management personnel that were in acting arrangements throughout the financial year for a minimum period of six months.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 7. Managing uncertainties

This section analyses how the department manages financial risks within its operating environment.

#### 7.1. Contingent assets and liabilities

The department does not have any significant quantifiable contingent assets or liabilities, nor does it have any significant unquantifiable contingent assets or liabilities.

##### Unquantifiable or remote contingent liabilities/assets

In the normal course of business, the department has a number of items that are either unquantifiable or are not considered probable. At the date of this report, the department does not consider the outcome of any such matters likely to have a significant effect on its operations or financial position.

##### Accounting policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

#### 7.2. Financial instruments

##### Accounting policy

###### Financial assets

Financial assets are recognised when the department becomes a party to a contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

###### Financial assets at amortised cost

Financial assets included in this category need to meet two criteria:

- a) the financial asset is held in order to collect the contractual cash flows, and
- b) the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

###### Effective interest method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

###### Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the general approach which measures the loss allowance based on the amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

###### Financial liabilities

Financial liabilities are recognised and derecognised upon 'trade date'.

###### Financial liabilities at amortised cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost.

Liabilities are recognised to the extent that the goods or services have been received, irrespective of having been invoiced.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

	<b>2022</b>	2021
	<b>\$'000</b>	\$'000
<b>Note 7.2A: Categories of financial instruments</b>		
<b>Financial assets at amortised cost</b>		
Cash and cash equivalents	<b>1,094</b>	855
Trade and other receivables - Goods and services	<b>1,805</b>	1,556
<b>Total financial assets at amortised cost</b>	<b>2,899</b>	2,411
<b>Total financial assets</b>	<b>2,899</b>	2,411
<b>Financial liabilities</b>		
<b>Financial liabilities measured at amortised cost</b>		
Payables - Suppliers	<b>8,400</b>	5,587
<b>Total financial liabilities measured at amortised cost</b>	<b>8,400</b>	5,587
<b>Total financial liabilities</b>	<b>8,400</b>	5,587
	<b>2022</b>	2021
	<b>\$'000</b>	\$'000
<b>Note 7.2B: Administered - Categories of financial instruments</b>		
<b>Financial assets</b>		
<b>Financial assets at amortised cost</b>		
Cash and cash equivalents	-	432
<b>Total financial assets at amortised cost</b>	-	432
<b>Total financial assets</b>	-	432
<b>Financial liabilities</b>		
<b>Financial liabilities measured at amortised cost</b>		
Payables - Suppliers	<b>918</b>	3,329
<b>Total financial liabilities measured at amortised cost</b>	<b>918</b>	3,329
<b>Total financial liabilities</b>	<b>918</b>	3,329

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 8. Other information

#### 8.1. Current/non-current distinction for assets and liabilities

	2022	2021
	\$'000	\$'000
<b>Note 8.1A: Current/non-current distinction for assets and liabilities</b>		
<b>Assets expected to be recovered in:</b>		
<b>No more than 12 months</b>		
Financial assets:		
Cash and cash equivalents	1,094	855
Trade and other receivables	34,578	34,376
Non-financial assets:		
Prepayments	4,558	3,366
Right of use assets	1,369	432
Inventories	232	388
<b>Total no more than 12 months</b>	<b>41,831</b>	<b>39,417</b>
<b>More than 12 months</b>		
Non-financial assets:		
Information and communication technology	22,549	23,275
Plant and equipment	11,210	8,601
Library collection	9,247	7,991
Intangibles	44,541	50,087
Right of use assets	4,401	1,528
Prepayments	1,113	1,348
<b>Total more than 12 months</b>	<b>93,061</b>	<b>92,830</b>
<b>Total assets</b>	<b>134,892</b>	<b>132,247</b>
<b>Liabilities expected to be settled in:</b>		
<b>No more than 12 months</b>		
Payables:		
Suppliers	8,400	5,587
Other payables	4,286	2,842
Interest bearing liabilities:		
Leases	1,528	341
Provisions:		
Employee provisions	13,123	12,113
<b>Total no more than 12 months</b>	<b>27,337</b>	<b>20,883</b>
<b>More than 12 months</b>		
Leases	4,300	1,589
Employee provisions	14,666	16,104
<b>Total more than 12 months</b>	<b>18,966</b>	<b>17,693</b>
<b>Total liabilities</b>	<b>46,303</b>	<b>38,576</b>

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

<b>Note 8.1B: Administered - Current/non-current distinction for assets and liabilities</b>		
	<b>2022</b>	2021
	<b>\$'000</b>	\$'000
<b>Assets expected to be recovered in:</b>		
<b>No more than 12 months</b>		
Financial assets:		
Cash and cash equivalents	-	432
GST receivable	<b>828</b>	615
Non-financial assets:		
Prepayments	<b>516</b>	447
<b>Total no more than 12 months</b>	<b>1,344</b>	1,494
<b>More than 12 months</b>		
Non-financial assets:		
Land	<b>145,560</b>	119,000
Buildings	<b>2,610,087</b>	2,468,383
Heritage and cultural	<b>125,726</b>	124,947
Plant and equipment	<b>38,511</b>	37,329
Intangibles	<b>7,382</b>	7,420
Prepayments	<b>13</b>	86
<b>Total more than 12 months</b>	<b>2,927,279</b>	2,757,165
<b>Total assets</b>	<b>2,928,623</b>	2,758,659
<b>Liabilities expected to be settled in:</b>		
<b>No more than 12 months</b>		
Payables:		
Suppliers	<b>918</b>	3,329
GST funding	<b>740</b>	446
<b>Total no more than 12 months</b>	<b>1,658</b>	3,775
<b>Total liabilities</b>	<b>1,658</b>	3,775







# APPENDICES

# 7

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## APPENDIX A: FINANCIAL SUMMARY

DPS receives departmental and administered operating and capital funding, as well as funds through third-party drawing rights.

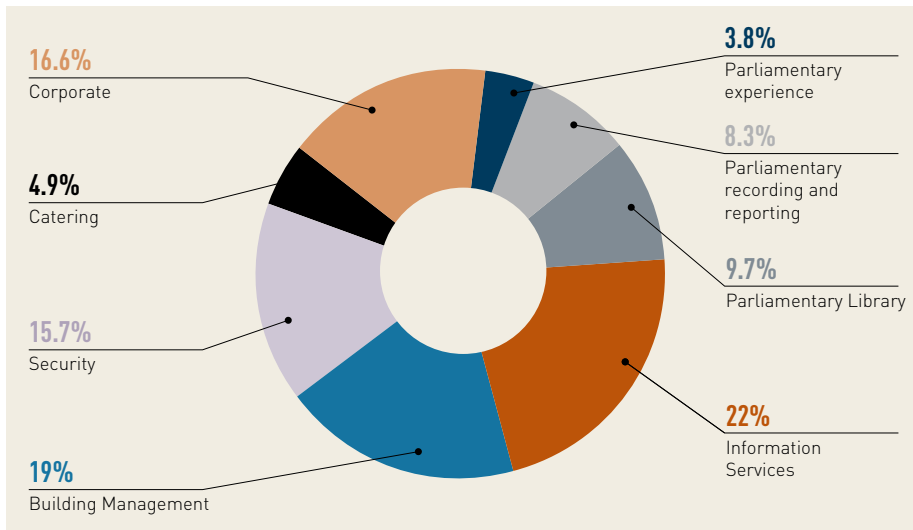
Details of our appropriations and programs, and an explanation of the results, are provided below.

### Departmental operating and capital results

The DPS operating result for 2021–22 was an overspend of \$4.1 million. This result excludes the impacts of depreciation and amortisation (\$24.1 million) for which the department is not funded. COVID-19 restrictions resulted in decreases in catering and events revenues in 2021–22, which is the driving factor of the overspend.

Total departmental expenses, excluding unfunded depreciation and amortisation, were \$166.2 million. This consisted of \$107.3 million in employee expenses, \$56.8 million in supplier costs, \$0.7 million in funded depreciation for leases and \$1.4 million in write down, loss on sale of assets and finance costs. This was funded by \$154.1 million in revenue from government and \$8.0 million in own-source revenue.

**FIGURE 21:** DPS operating expense 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 expenditure for 2021–22 was \$23.1 million against 2021–22 departmental capital budget funding of \$22.9 million.

### **Financial sustainability**

No issues, events or conditions have been identified that would indicate that DPS will not be able to meet its financial obligations over the next 12 months.

There is a reduction in appropriation of \$3.9 million in 2022–23 which will result in budget pressures in core services. DPS will continue to reinforce the case for a sustainable funding model to ensure services to the Parliament are unaffected.

### **Administered operating and capital results**

The administered activities of the department deliver a building works program that maintains Parliament House as a safe and accessible workplace and public building. It incorporates activities relating to the building or art within the building. In 2021–22 DPS received \$40.4 million in administered capital budget funding and \$8.9 million in administered operating budget funding. DPS spent \$29.2 million in administered capital including projects funded from prior year appropriations and \$7.2 million in administered operating (excluding depreciation and amortisation).

### **Third party drawing rights**

DPS has access to the Department of Finance's appropriation for the purposes of providing infrastructure and communications technology services to electorate offices and former Prime Ministers, and photographic services to Parliament. DPS drew down \$22.7 million from the Department of Finance's appropriation to deliver these services. This access is in accordance with the *Parliamentary Business Resources Act 2017* (PBR Act).

**TABLE 32:** Resource statement 2021–22

Department of Parliamentary Services <sup>1</sup>	Actual Available appropriation – current year (a)	Payments made (b)	Balance remaining (a)–(b)
	\$'000	\$'000	\$'000
<b>Ordinary annual services<sup>2</sup></b>			
<b>Departmental appropriations<sup>3</sup></b>			
Ordinary annual services	216,824	185,122	31,702
<b>Total</b>	<b>216,824</b>	<b>185,122</b>	<b>31,702</b>
<b>Administered expenses</b>			
Outcome 1	12,286	5,993	6,293
<b>Total</b>	<b>12,286</b>	<b>5,993</b>	<b>6,293</b>
<b>Total ordinary annual services [A]</b>	<b>229,110</b>	<b>191,115</b>	<b>37,995</b>
<b>Other services</b>			
<b>Departmental non-operating</b>			
Non-Operating	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Administered non-operating<sup>4</sup></b>			
Administered assets and liabilities	56,848	31,954	24,894
<b>Total</b>	<b>56,848</b>	<b>31,954</b>	<b>24,894</b>
<b>Total other services [B]</b>	<b>56,848</b>	<b>31,954</b>	<b>24,894</b>
<b>Total Resourcing and Payments [A+B]</b>	<b>285,958</b>	<b>223,069</b>	<b>62,889</b>

1 Figures in the table above are reported on a cash basis.

2 *Appropriation (Parliamentary Departments) Act (No. 1) 2021–22*. For departmental appropriations this includes prior year unspent departmental appropriation and s.74 relevant agency receipts. For administered expenses this includes prior year unspent administered appropriation.

3 Includes Departmental Capital Budgets which are appropriated through *Parliamentary Appropriation Act (No. 1)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

4 *Appropriation (Parliamentary Departments) Act (No. 1) 2021–22* which includes unspent prior year administered appropriations.

TABLE 33: Expenses by outcome 2021–22

Outcome 1: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain Australian Parliament House <sup>1, 2</sup>	Budget <sup>1</sup> 2021–22	Actual expenses 2021–22	Variation 2021–22
	\$'000	\$'000	\$'000
	(a)	(b)	(a)–(b)
<b>Program 1.1: Parliamentary Services</b>			
<b>Departmental expenses</b>			
Departmental annual appropriations <sup>3</sup>	168,993	166,173	2,820
Expenses not requiring appropriation <sup>4</sup>	20,080	24,153	(4,073)
<b>Total for Program 1.1</b>	<b>189,073</b>	<b>190,326</b>	<b>(1,253)</b>
<b>Program 1.2: Parliament House Works Program</b>			
<b>Administered expenses</b>			
Administered annual appropriations	8,859	7,179	1,680
Expenses not requiring appropriation <sup>4</sup>	40,708	45,082	(4,374)
<b>Total for Program 1.2</b>	<b>49,567</b>	<b>52,261</b>	<b>(2,694)</b>
<b>Total expenses for Outcome 1</b>	<b>238,640</b>	<b>242,587</b>	<b>(3,947)</b>

1 As per DPS Portfolio Budget Statements 2021–22.

2 Figures in the table above are reported on an accrual basis.

3 Departmental appropriation combines ordinary annual services and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

4 Expenses not requiring appropriation are made up of depreciation and amortisation expense (excludes funded depreciation for leases).

# APPENDIX B: WORKFORCE STATISTICS

TABLE 34: Ongoing, non-ongoing, sessional and casual employees current report period (2021–22) as at 30 June 2022

Actual headcount	Ongoing												Non-ongoing												Total
	Full-time			Part-time*			Sessional			Full-time			Part-time#			Sessional			Casual						
	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I				
APPSL 2 (Apprentice)	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
PSL 1	4	1	0	1	1	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	3	7	0	23
PSL 1–2*	106	15	0	0	1	0	10	2	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	140
PSL 1–2–3*	4	3	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	10
PSL 2	26	8	0	5	3	0	0	0	0	2	1	0	2	0	0	0	0	0	0	0	0	7	10	0	64
PSL 2–3*	19	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	20
PSL 3	31	19	0	0	2	0	0	0	0	3	1	0	1	0	0	0	0	0	0	0	0	3	4	0	64
PSL 3–4*	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
PSL 4	77	36	0	0	5	0	0	0	0	5	10	0	0	4	0	0	0	0	4	0	0	4	3	0	144
PSL 4–5*	18	8	0	1	0	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	31
PSL 5	45	31	0	0	8	0	0	0	0	3	4	0	0	1	0	0	0	0	1	0	0	1	0	0	93
PSL 5–6*	8	13	0	0	1	0	2	17	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	1	47
PSL 6	74	55	0	0	10	0	0	0	0	5	4	0	1	1	0	0	0	0	0	0	0	0	0	0	150
PEL 1	92	64	0	6	10	0	0	0	0	4	3	0	1	1	0	0	0	0	2	4	0	0	0	0	187
PEL 2	32	28	0	0	3	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	65
SES 1	6	5	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	12
SES 2	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
SES 3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Secretary	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Total</b>	<b>550</b>	<b>289</b>	<b>0</b>	<b>13</b>	<b>45</b>	<b>0</b>	<b>12</b>	<b>19</b>	<b>0</b>	<b>31</b>	<b>33</b>	<b>0</b>	<b>5</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>36</b>	<b>1</b>	<b>1,066</b>			

**Notes:**

Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'sessional' employees.

\* denotes a broadband classification.

**TABLE 35:** Ongoing, non-ongoing, sessional and casual employees previous report period (2020–21) as at 30 June 2021

Actual headcount	Ongoing								Non-ongoing				Total		
	Full-time		Part-time <sup>#</sup>		Sessional		Full-time		Part-time <sup>#</sup>		Sessional		Casual		
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
APPSL 2															
(Apprentice)	0	0	0	0	0	0	4	4	0	0	0	0	0	0	8
PSL 1	9	1	1	1	0	0	1	0	0	0	0	1	4	11	29
PSL 1–2*	121	20	0	1	11	2	0	0	0	0	0	0	2	3	160
PSL 1–2–3*	4	3	0	0	0	0	0	0	0	0	0	0	0	0	7
PSL 2	20	16	5	1	1	1	8	0	0	0	0	0	9	10	71
PSL 2–3*	20	0	0	0	0	0	0	0	0	0	0	0	0	0	20
PSL 3	35	16	1	1	0	0	3	2	1	0	0	0	5	6	70
PSL 4	56	38	0	7	0	0	9	7	0	4	0	0	4	4	129
PSL 4–5*	16	9	1	0	0	0	1	1	0	1	0	0	0	0	29
PSL 5	45	38	1	8	0	0	3	4	0	1	0	0	0	0	100
PSL 5–6*	10	13	1	2	1	15	0	0	0	0	0	0	1	3	46
PSL 6	73	47	1	12	0	0	1	3	0	2	0	0	0	0	139
PEL 1	89	61	5	13	0	0	3	5	2	4	0	0	2	4	188
PEL 2	33	22	0	1	0	0	1	2	0	0	0	0	0	1	60
SES 1	9	3	0	0	0	0	0	0	0	0	0	0	0	0	12
SES 2	2	1	0	0	0	0	0	0	0	0	0	0	0	0	3
SES 3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Secretary	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>Total</b>	<b>542</b>	<b>289</b>	<b>16</b>	<b>47</b>	<b>13</b>	<b>18</b>	<b>35</b>	<b>29</b>	<b>3</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>27</b>	<b>42</b>	<b>1,074</b>

**Notes:**

Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'sessional' employees.

\* denotes a broadband classification.

## Remuneration to Key Management Personnel

AASB 124 defines Key Management Personnel (KMP) as those with authority and responsibility for planning, directing and controlling the departments' activities, directly or indirectly (excluding those subject to a fee-for-service contract arrangement where the department is not the direct employer).

The department has determined the KMP to be Presiding Officers, the Secretary, the Deputy Secretary, the Parliamentary Librarian and the Chief Information Officer. As the Presiding Officers are not paid by DPS, they are not included in the table. Further information on remuneration policy can be found under Governance: Our people.

The KMP remuneration is reported in Table 36:

**TABLE 36:** Key Management Personnel remuneration

	2022 \$'000	2021 \$'000
Short-term employee benefits	1,402	1,333
Post-employment benefits	190	188
Other long-term employee benefit	49	16
Termination benefits	-	-
<b>Total Key Management Personnel remuneration expense</b>	<b>1,641</b>	<b>1,537</b>



TABLE 37: Remuneration paid to key management personnel during the reporting period (2021–22)

Name	Position title	Short-term benefits			Other benefits and allowances <sup>2</sup>	Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration <sup>3</sup>
		Base salary <sup>5</sup>	Bonuses	allowances <sup>2</sup>					
Robert Stefanic <sup>1</sup>	Secretary	421,578	-	1,342	23,695	13,322	-	459,937	
Catherine Saunders	Deputy Secretary	383,526	-	1,342	69,591	12,919	-	467,378	
Dianne Herriot <sup>1</sup>	Parliamentary Librarian	273,241	-	24,171	52,891	5,392	-	355,695	
Constantinos Sfyris - A/g <sup>4</sup>	Chief Information Officer	295,237	-	1,342	43,938	17,605	-	358,122	

**Notes:**

- 1 The Secretary and the Parliamentary Librarian are statutory office holders whose remuneration determinations are tabled in Parliament and Gazetted.
- 2 Amounts reported under 'other benefits and allowances' relate to fringe benefits on carpark and salary sacrifice arrangements.
- 3 The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.
- 4 Acting Chief Information Officer for the period 1 July 2021 to 30 June 2022.
- 5 Includes amounts for salary, higher duty allowances and adjustments to leave balances.

**TABLE 38:** Remuneration paid to executives during the reporting period (2021–22)

The following table discloses the remuneration of department executives for the relevant reporting period. The disclosures are at an aggregate level, within dollar ranges (or bands) and indicate the number of employees within each band.

Total remuneration bands	Number of senior executives	Short-term benefits			Post-employment benefits		Other long-term benefits		Termination benefits		Total remuneration <sup>1</sup>
		Average base salary	Other allowances <sup>2</sup>	Average superannuation contributions	Average long service leave	Average termination benefits	Average total remuneration				
\$0 to \$220,000	7	85,218	1,131	15,197	- 10,534	3,676	94,688				
\$220,001 to \$245,000	1	192,750	1,342	32,029	4,772	-	230,893				
\$245,001 to \$270,000	1	178,887	1,342	26,254	43,107	-	249,590				
\$270,001 to \$295,000	3	229,062	1,151	37,630	12,183	-	280,026				
\$295,001 to \$320,000	3	191,182	1,342	27,891	14,791	71,900	307,106				
\$320,001 to \$345,000	2	262,459	1,342	43,849	15,896	-	323,546				
\$345,001 to \$370,000	1	306,068	770	36,456	16,447	-	359,741				

**Notes:**

- 1 The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.
- 2 Amounts reported under 'other benefits and allowances' relate to fringe benefits on carparks and salary sacrifice arrangements. Table includes all senior executives, both substantive and those who acted for periods greater than six months, who received remuneration during the reporting period. It includes those who were engaged for part of the year. Where executives were acting in a role, only remuneration paid during the period of acting is included.

**TABLE 39:** Remuneration paid to other highly paid staff during the reporting period (2021–22)

The following table discloses the remuneration of the department's other highly paid staff for the relevant reporting period. The disclosures are at an aggregate level, within dollar ranges (or bands) and indicate the number of employees within each band.

Total remuneration bands	Number of other highly paid staff	Short-term benefits		Average other benefits and allowances <sup>2</sup>	Post-employment benefits		Average long service leave	Termination benefits	Total remuneration <sup>1</sup>
		Average base salary	Average other contributions		Average long-term benefits	Average termination benefits			
\$235,001 to \$260,000	3	197,000	32,465	11,318	7,379	-	248,162		
\$260,001 to \$285,000	3	79,472	21,064	1,577	5,490	155,430	263,033		

**Notes:**

1 The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.

2 Amounts reported under 'other benefits and allowances' relate to fringe benefits on carparks, restriction duty, overtime and study leave.

**TABLE 40:** Actual salary ranges (excluding casual rates) as at 30 June 2022

	Minimum salary	Maximum salary
SES 3	\$345,879	\$377,356
SES 2	\$271,424	\$300,718
SES 1	\$210,620	\$242,238
PEL 2	\$122,381	\$145,113
PEL 1	\$105,086	\$119,983
PSL 6	\$86,353	\$97,055
PSL 5	\$78,913	\$84,661
PSL 4	\$71,200	\$77,367
PSL 3	\$66,799	\$69,805
PSL 2	\$60,868	\$65,344
PSL 1	\$47,057	\$59,637
Other	0	0
Minimum/maximum range	0	0

TABLE 41: All ongoing employees current report period (2021–22) as at 30 June 2022

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time#	
NSW	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0
ACT	550	25	289	64	353	0	928
NT	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0
<b>Total</b>	<b>550</b>	<b>25</b>	<b>289</b>	<b>64</b>	<b>353</b>	<b>0</b>	<b>928</b>

**Notes:**

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'sessional' employees.

**TABLE 42:** All ongoing employees previous report period (2020–21) as at 30 June 2021

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time#	
NSW	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0
ACT	542	29	289	65	354	0	925
NT	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0
<b>Total</b>	<b>542</b>	<b>29</b>	<b>289</b>	<b>65</b>	<b>354</b>	<b>0</b>	<b>925</b>

**Notes:**

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'sessional' employees.

TABLE 43: All non-ongoing employees current report period (2021–22) as at 30 June 2022

	Male			Female			Indeterminate			Total	
	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time		Part-time#
NSW	0	0	0	0	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0	0	0	0	0
ACT	31	5	24	60	33	8	36	77	0	0	1
NT	0	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>31</b>	<b>5</b>	<b>24</b>	<b>60</b>	<b>33</b>	<b>8</b>	<b>36</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>1</b>

**Notes:**

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'seasonal' employees.

**TABLE 44:** All non-ongoing employees previous report period (2020–21) as at 30 June 2021

	Male		Female		Indeterminate		Total				
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time#					
	Casual	Total	Casual	Total	Casual	Total					
NSW	0	0	0	0	0	0	0				
Qld	0	0	0	0	0	0	0				
SA	0	0	0	0	0	0	0				
Tas	0	0	0	0	0	0	0				
Vic	0	0	0	0	0	0	0				
WA	0	0	0	0	0	0	0				
ACT	35	3	27	65	29	13	42	84	0	0	149
NT	0	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>35</b>	<b>3</b>	<b>27</b>	<b>65</b>	<b>29</b>	<b>13</b>	<b>42</b>	<b>84</b>	<b>0</b>	<b>0</b>	<b>149</b>

**Notes:**

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'seasonal' employees.



TABLE 45: Ongoing employees current report period (2021-22) as at 30 June 2022

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time	
SES 3	0	0	1	0	0	0	1
SES 2	3	0	1	0	0	0	4
SES 1	6	0	5	0	0	0	11
PEL 2	32	0	28	3	0	0	63
PEL 1	92	6	64	10	0	0	172
PSL 6	74	0	55	10	0	0	139
PSL 5-6*	8	2	13	18	0	0	41
PSL 5	45	0	31	8	0	0	84
PSL 4-5*	18	1	8	0	0	0	27
PSL 4	77	0	36	5	0	0	118
PSL 3-4*	5	0	1	0	0	0	6
PSL 3	31	0	19	2	0	0	52
PSL 2-3*	19	0	0	0	0	0	19
PSL 2	26	5	8	3	0	0	42
PSL 1-2-3*	4	0	3	1	0	0	8
PSL 1-2*	106	10	15	3	0	0	134
PSL 1	4	1	1	1	0	0	7
<b>Total</b>	<b>550</b>	<b>25</b>	<b>289</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>928</b>

**Notes:**

# part-time figures include part-time 'seasonal' employees.

\* denotes a broadband classification.

**TABLE 46:** Ongoing employees previous report period (2020–21) as at 30 June 2021

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time	
SES 3	0	0	1	0	0	0	1
SES 2	2	0	1	0	0	0	3
SES 1	9	0	3	0	0	0	12
PEL 2	33	0	22	1	23	0	56
PEL 1	89	5	61	13	74	0	168
PSL 6	73	1	47	12	59	0	133
PSL 5–6*	10	2	13	17	30	0	42
PSL 5	45	1	38	8	46	0	92
PSL 4–5*	16	1	9	0	9	0	26
PSL 4	56	0	38	7	45	0	101
PSL 3	35	1	16	1	17	0	53
PSL 2–3*	20	0	0	0	0	0	20
PSL 2	20	6	16	2	18	0	44
PSL 1–2–3*	4	0	3	0	3	0	7
PSL 1–2*	121	11	20	3	23	0	155
PSL 1	9	1	1	1	2	0	12
<b>Total</b>	<b>542</b>	<b>29</b>	<b>289</b>	<b>65</b>	<b>354</b>	<b>0</b>	<b>925</b>

**Notes:**

Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'seasonal' employees.

\* denotes a broadband classification.

TABLE 47: Non-ongoing employees current report period (2021-22) as at 30 June 2022

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time	
Secretary	1	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	1	0	0	1
SES1	0	0	0	1	0	0	1
PEL2	0	0	0	1	0	0	1
PEL1	4	1	2	3	1	4	15
PSL6	5	1	0	4	1	0	11
PSL 5-6*	0	0	1	0	0	4	6
PSL5	3	0	1	4	1	0	9
PSL 4-5*	1	0	0	3	0	0	4
PSL4	5	0	4	9	4	3	26
PSL3	3	1	3	7	1	4	12
PSL 1-2-3*	1	0	0	1	0	1	2
PSL 2-3*	1	0	0	1	0	0	1
PSL2	2	2	7	11	1	10	22
PSL 1-2*	0	0	3	3	0	3	6

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time	
PSL 1	3	0	3	0	7	0	10
APPSL 2							
(Apprentice)	2	0	1	0	0	0	1
<b>Total</b>	<b>31</b>	<b>5</b>	<b>60</b>	<b>8</b>	<b>36</b>	<b>0</b>	<b>138</b>

**Notes:**

Staffing figures extracted from DPS Payroll.

#Part-time figures include part-time "seasonal" employees.

\*denotes a broadband classification.

TABLE 48: Non-ongoing employees previous report period (2020-21) as at 30 June 2021

	Male		Female		Indeterminate		Total			
	Full-time	Part-time#	Casual	Total	Full-time	Part-time#		Casual	Total	
Secretary	1	0	0	1	0	0	0	0	1	
Parliamentary Librarian	0	0	0	0	1	0	0	0	1	
PEL 2	1	0	0	1	2	0	1	3	0	4
PEL 1	3	2	2	7	5	4	4	13	0	20
PSL 6	1	0	0	1	3	2	0	5	0	6
PSL 5-6*	0	0	1	1	0	0	3	3	0	4
PSL 5	3	0	0	3	4	1	0	5	0	8
PSL 4-5*	1	0	0	1	1	1	0	2	0	3
PSL 4	9	0	4	13	7	4	4	15	0	28
PSL 3	3	1	5	9	2	0	6	8	0	17
PSL 2	8	0	9	17	0	0	10	10	0	27
PSL 1-2*	0	0	2	2	0	0	3	3	0	5
PSL 1	1	0	4	5	0	1	11	12	0	17
APPSL 2										
(Apprentice)	4	0	0	4	4	0	0	4	0	8
<b>Total</b>	<b>35</b>	<b>3</b>	<b>27</b>	<b>65</b>	<b>29</b>	<b>13</b>	<b>42</b>	<b>84</b>	<b>0</b>	<b>149</b>

**Notes:**

Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'seasonal' employees

\* denotes a broadband classification.

**TABLE 49:** Full-time and part-time employee status current report period (2021–22)  
as at 30 June 2022

	Ongoing			Non-ongoing				Total
	Full-time	Part-time#	Total	Full-time	Part-time#	Casual	Total	
Secretary	0	0	0	1	0	0	1	1
Parliamentary Librarian	0	0	0	1	0	0	1	1
SES 3	1	0	1	0	0	0	0	1
SES 2	4	0	4	0	0	0	0	4
SES 1	11	0	11	1	0	0	1	12
PEL 2	60	3	63	1	0	1	2	65
PEL 1	156	16	172	7	2	6	15	187
PSL 6	129	10	139	9	2	0	11	150
PSL 5–6*	21	20	41	0	0	6	6	47
PSL 5	76	8	84	7	1	1	9	93
PSL 4–5*	26	1	27	4	0	0	4	31
PSL 4	113	5	118	15	4	7	26	144
PSL 3–4*	6	0	6	0	0	0	0	6
PSL 3	50	2	52	4	1	7	12	64
PSL 2–3	19	0	19	1	0	0	1	20
PSL 2	34	8	42	3	2	17	22	64
PSL 1–2–3*	7	1	8	1	1	0	2	10
PSL 1–2*	121	13	134	0	0	6	6	140
PSL 1	5	2	7	6	0	10	16	23
APPSL 2 (Apprentice)	0	0	0	3	0	0	3	3
<b>Total</b>	<b>839</b>	<b>89</b>	<b>928</b>	<b>64</b>	<b>13</b>	<b>61</b>	<b>138</b>	<b>1,066</b>

**Notes:**

Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'sessional' employees

\* denotes a broadband classification.

**TABLE 50:** Full-time and part-time employee status previous report period (2020–21) as at 30 June 2021

	Ongoing			Non-ongoing			Total	
	Full-time	Part-time#	Total	Full-time	Part-time#	Casual	Total	
Secretary	0	0	0	1	0	0	1	1
Parliamentary Librarian	0	0	0	1	0	0	1	1
SES 3	1	0	1	0	0	0	0	1
SES 2	3	0	3	0	0	0	0	3
SES 1	12	0	12	0	0	0	0	12
PEL 2	55	1	56	3	0	1	4	60
PEL 1	150	18	168	8	6	6	20	188
PSL 6	120	13	133	4	2	0	6	139
PSL 5–6*	23	19	42	0	0	4	4	46
PSL 5	83	9	92	7	1	0	8	100
PSL 4–5*	25	1	26	2	1	0	3	29
PSL 4	94	7	101	16	4	8	28	129
PSL 3	51	2	53	5	1	11	17	70
PSL 2–3	20	0	20	0	0	0	0	20
PSL 2	36	8	44	8	0	19	27	71
PSL 1–2–3*	7	0	7	0	0	0	0	7
PSL 1–2*	141	14	155	0	0	5	5	160
PSL 1	10	2	12	1	1	15	17	29
APPS 2 (Apprentice)	0	0	0	8	0	0	8	8
<b>Total</b>	<b>831</b>	<b>94</b>	<b>925</b>	<b>64</b>	<b>16</b>	<b>69</b>	<b>149</b>	<b>1,074</b>

**Notes:**

Staffing figures extracted from DPS Payroll.

# part-time figures include part-time 'sessional' employees

\* denotes a broadband classification.

**TABLE 51:** Ongoing and non-ongoing employees current report period (2021–22)  
as at 30 June 2022

	Ongoing	Non-ongoing	Total
NSW	0	0	0
Qld	0	0	0
SA	0	0	0
Tas	0	0	0
Vic	0	0	0
WA	0	0	0
ACT	928	138	1,066
NT	0	0	0
External Territories	0	0	0
Overseas	0	0	0
<b>Total</b>	<b>928</b>	<b>138</b>	<b>1,066</b>

**Note:**

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll.

**TABLE 52:** Ongoing and non-ongoing employees previous report period (2020–21)  
as at 30 June 2021

	Ongoing	Non-ongoing	Total
NSW	0	0	0
Qld	0	0	0
SA	0	0	0
Tas	0	0	0
Vic	0	0	0
WA	0	0	0
ACT	925	149	1,074
NT	0	0	0
External Territories	0	0	0
Overseas	0	0	0
<b>Total</b>	<b>925</b>	<b>149</b>	<b>1,074</b>

**Note:**

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll.



**TABLE 53:** Indigenous employment current report period (2021–22) as at 30 June 2022

Indigenous employment 2021–22	Total
Ongoing	19
Non-ongoing	2
<b>Total</b>	<b>21</b>

**Note:**

Staffing figures extracted from DPS Payroll.

**TABLE 54:** Indigenous employment previous report period (2020–21) as at 30 June 2021

Indigenous employment 2020–21	Total
Ongoing	20
Non-ongoing	4
<b>Total</b>	<b>24</b>

**Note:**

Staffing figures extracted from DPS Payroll.

## APPENDIX C: ENVIRONMENTAL MANAGEMENT

### Environmental management

The department reports annually on its environmental performance consistent with the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act).

In 2021–22 the department monitored its environmental performance and implemented measures to improve the impact of its activities on the environment.

Activities at Parliament House, including maintenance, engineering, landscaping, information and communications technology, catering and office-based services, are those most likely to affect the environment.

**TABLE 55: Monitored water and energy use, emissions and waste 2018–22**

Indicator	2018–19	2019–20	2020–21	2021–22
<b>Building energy use</b>				
Energy consumption – Parliament House building (GJ)	142,451	145,529	140,959	146,238
Energy consumption – 25 National Circuit (GJ)	679	606	583	526
<b>Vehicle use</b>				
Total number of fleet vehicles	2	2	2	2
Total fuel purchased (litres)	1,166	1,726	1,744	864
Total distance travelled (klms)	6,549	16,512	14,638	5,852
Direct greenhouse emissions of fleet (tonnes CO <sub>2</sub> -e)	3.34	4.94	4.96	2.47
<b>Fuel and gas</b>				
Landscape fuel – diesel (litres)	6,127	6,595	7,448	6,430
Landscape fuel – petrol (litres)	2,255	2,426	2,327	2,347
Landscape fuel – diesel (litres)	3,205	3,357	2,969	2029
Boilers – diesel (litres)	4,389	3,052	01	0
Generators – diesel (litres)	9,420	5,620	14,500	1143.5
<b>Greenhouse emmsions (tonnes CO<sub>2</sub>-e)</b>				
Scope 1 – emissions at the source of activity that DPS has direct responsibility	2,862	3,702	3,955	3,328
Scope 2 – emissions generated elsewhere that DPS has direct responsibility	20,084	19,610	19,177	18,826
Scope 3 – indirect emissions that DPS has little control over	3,146	3,191	2,922	2,714

Indicator	2018–19	2019–20	2020–21	2021–22
<b>Water consumption</b>				
Building water consumption (KL)	121,200	152,303	201,557	127,042
Landscape water consumption (KL)	120,626	107,594	69,794	42,873
<b>Resource efficiency and waste</b>				
Total office paper purchased (kg)	Not reported	23,919	23,164	16,010
Percentage of office paper purchased with recycled content or carbon neutral certified (%)	Not reported	98%	99%	92%
Office paper recycled (tonnes)	170	138	100	141
Total waste produced (tonnes)	1,051	980	1,076	847
Percentage of waste diverted from landfill (%)	64%	62%	66%	60%

## Transport energy use

The department's vehicle fleet is used by Landscape Services. Other transport energy includes fuel used in onsite maintenance and loading dock vehicles, many of which operate on electric power to reduce emissions.

Parliament House building energy use comprises:

- natural gas for heating, general hot water and in kitchens
- electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment, and
- diesel, mainly for testing emergency back-up generators.

Projects and energy-saving initiatives progressed in 2021–22 include the finalisation of the kitchen upgrade works and the replacement of fluorescent light fittings in back-of-house areas and carparks, with more energy efficient LED fixtures.

## Air conditioning upgrade project

In May 2020 works commenced to replace Parliament House air conditioning units which were at end of life or that had refrigerants that contain ozone depleting substances. These works were completed in August 2022.

## Kitchen upgrade project

In 2019 work commenced on the Parliament House kitchens to incorporate more energy and water-efficient equipment, including new larger commercial dishwashers that use 40 per cent less water and 55 per cent less energy. The refurbishment works for the kitchens were completed in February 2022, with all kitchens being fully operational in March 2022.

## Lighting upgrades

The department replaced approximately 600 fluorescent lighting fixtures in back-of-house areas and all of the fixtures in the Ministerial Wing carpark with energy-efficient LED fixtures. The LED fixtures use 60 per cent less energy than fluorescent fittings and unlike fluorescent lamps they contain no harmful mercury.

## Recycling and waste management

Parliament House's waste fluctuates throughout the year, depending on building occupancy, sitting patterns, construction projects, office refurbishments and election cycles. In 2021–22 total general waste (excluding construction waste) sent to landfill was 338 tonnes. Measures undertaken to minimise the spread of COVID-19 during 2021–22, including fewer events, remote working arrangements and better hygiene practices, have impacted recycling and waste rates.

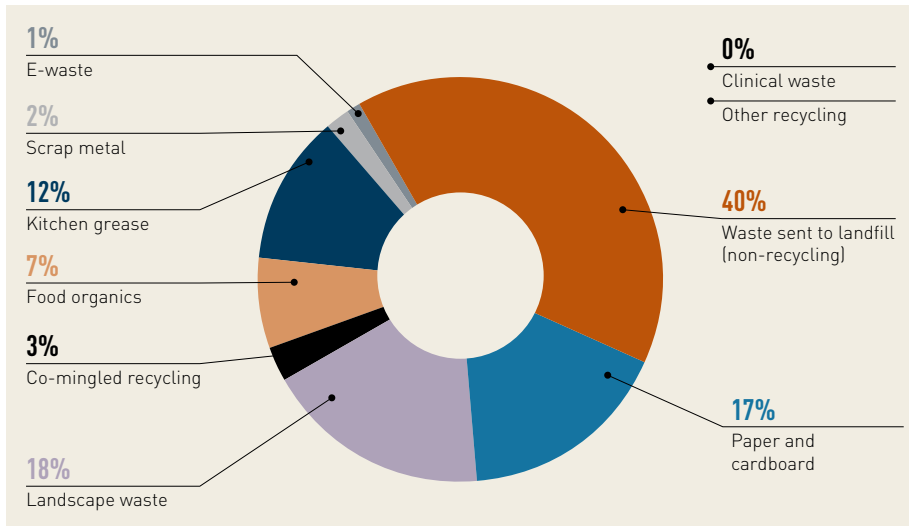
**TABLE 56:** Breakdown of waste streams (recycling and non-recycling) in 2021–22

Waste type	Tonnes (2021–22)	% total
Waste sent to landfill (non-recycling)	338	40
Paper and cardboard	141	17
Landscape waste	153	18
Co-mingled recycling	24	3
Food organics	56	7
Kitchen grease	105	12
Scrap metal	19	2
E-waste	7	1
Clinical Waste (including used face masks)	1	0
Other recycling (printer cartridges, lamps etc)	3	0
<b>Total</b>	<b>847</b>	<b>100</b>

**Note:** For Waste sent to landfill (non-recycling) and Food organics, the contractor was unable to supply weights for general waste carts during August, September and October 2021 and organic waste carts from December 2021 to June 2022.

## Ozone-depleting substances

Chillers, air conditioning units, cool rooms and refrigerators at Parliament House use refrigerants that contain ozone depleting substances (ODS). DPS is reducing the requirement for ozone-depleting gases by replacing older cooling equipment with equipment that uses more environmentally friendly refrigerants. Many cool rooms at Parliament House operate on a 'glycol' fluid, which is an environmentally safer refrigerant. Over the coming years, DPS will upgrade many of the building's smaller air conditioning units to ODS-free cooling units.

**FIGURE 22:** Breakdown of main waste types (recycling and non-recycling) in 2021–22

**Note:** For Waste sent to landfill (non-recycling) and Food organics, the contractor was unable to supply weights for general waste carts during August, September and October 2021 and organic waste carts from December 2021 to June 2022.

### Discharges to water

Sewage from Parliament House is required under a trade waste agreement to be equivalent to domestic strength (a domestic equivalent is a concentration or level the same as would be found in household wastewater). To ensure these requirements are met, the following facilities are in place:

- 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 2021–22 there were no significant spills of chemicals, oils or fuels from Parliament House.

The Landscape Team was unable to access its fuel database to extract diesel and petrol data.

All energy use data must be received before greenhouse gas emissions can be calculated.

## APPENDIX D: ADVERTISING AND MARKET RESEARCH

In accordance with section 311A of the *Commonwealth Electoral Act 1918*, DPS annually reports expenditure on advertising and market research. Expenditure by DPS in 2021–22 is in Table 57.

**TABLE 57:** Advertising costs (ex. GST)

Description	2020–21	2021–22
Universal McCann – Digital Recruitment Advertising	\$2,533.72	\$63,959
University of Canberra – Visitor Research		\$32,179
Coordinate Group – Parliament House Catering Magazine		\$26,615
National Museum Australia – Cultural Icons Campaign		\$20,000
<b>Total</b>	<b>\$2,533.72</b>	<b>\$142,753</b>

The department did not conduct any government advertising campaigns in 2021–22.

## APPENDIX E: CORRECTION OF MATERIAL ERRORS IN PREVIOUS ANNUAL REPORT

No corrections to the *Department of Parliamentary Services Annual Report 2020–21* have been identified.

## APPENDIX F: INDEPENDENT REVIEW INTO COMMONWEALTH PARLIAMENTARY WORKPLACES

The department collects and monitors data to track our progress as a safer, inclusive and respectful parliamentary workplace. Tables 58 to 73 were current at 30 June 2022 and show the composition of our workforce by gender.

**TABLE 58:** Total Staff (2021–22)

	Headcount As at June 30 2022	Headcount 2021–22 average	FTE As at June 30 2022	FTE 2021–22 average
Woman/Female	430	434	375.1	373.7
Man/Male	635	639	597.1	599.2
Non-Binary/Other	<4 <sup>1</sup>	<4	<4	<4
Not Specified	<4 <sup>2</sup>	<4	<4	<4
<b>Total</b>	<b>1065</b>	<b>1073</b>	<b>972.2</b>	<b>972.9</b>

**Notes:**

- 1 If number is less than four, it is represented by <4 and is not counted in total.
- 2 If number is less than four, it is represented by <4 and is not counted in total.

**TABLE 59:** Age by gender

	Woman/ Female	Man/Male	Non-binary/ Other	Not specified	Total
<18	<4	<4	<4	<4	<4
18–24	39	42	<4	<4	81
25–34	91	138	<4	<4	229
35–44	95	167	<4	<4	262
44–54	106	159	<4	<4	265
55–64	87	111	<4	<4	198
65+	12	17	<4	<4	29



**TABLE 60:** Diversity characteristics by gender

	Woman/ Female	Man/ Male	Non- binary/ Other	Not specified	Total
Aboriginal and/or Torres Strait Islander	9	12	<4	<4	21
Identifies as having a disability	12	19	<4	<4	31
Culturally and linguistically diverse	42	61	<4	<4	103
LGBTIQ+	N/A*	N/A*	N/A*	N/A*	N/A*
Caring responsibilities	15	24	<4	<4	39

**Notes:**

\*Based on the November 2021 staff survey results. Data is unavailable by gender.

**TABLE 61:** Level by gender

	Woman/ Female	Man/ Male	Non- binary/ Other	Not specified	Total
Graduates*	6	11	<4	<4	17
APS 1–4 equivalent	140	317	<4	<4	457
APS 5–6 equivalent	160	160	<4	<4	320
Executive Level	115	137	<4	<4	252
Senior Executive Service	9	10	<4	<4	19

**Notes:**

\*Graduates include all entry level programs. These include graduates, trade-based apprenticeships, indigenous apprenticeship programs and indigenous government development.

**TABLE 62:** Age by level

	Graduates*	APS1-4 equivalent	APS5-6 equivalent	Executive Level	Senior Executive Service	Total
<18	<4	<4	<4	<4	<4	<4
18-24	9	62	9	<4	<4	80
25-34	4	102	85	38	<4	229
35-44	<4	92	89	75	4	260
45-54	<4	107	68	78	11	264
55-64	<4	80	63	52	4	199
65+	<4	14	7	8	<4	29

**Notes:**

\*Graduates include all entry level programs. These include graduates, trade-based apprenticeships, Indigenous apprenticeships programs and Indigenous government development.

**TABLE 63:** Diversity characteristics by level

	Graduates*	APS 1-4	APS 5-6	Executive Level	Senior Executive Service	Total
First Nations peoples	6	12	<4	<4	<4	18
Identifies as having a disability	<4	17	7	5	<4	29
Culturally and linguistically diverse	<4	53	26	24	<4	103
LGBTIQ+	N/A#	N/A#	N/A#	N/A#	N/A#	N/A#
Caring responsibilities	<4	14	11	13	<4	38

**Notes:**

\*Graduates include all entry level programs. These include graduates, trade-based apprenticeships, Indigenous apprenticeship programs and Indigenous government development.

#Based on the November 2021 staff survey results, 51 people identified as LGBTIQ+. As this data is anonymous, it cannot be broken down and included in the table.

**TABLE 64:** Employment type by gender

	Woman/ Female	Man/ Male	Non- binary/ Other	Not specified	Total
Full-time on-going	289	550	<4	<4	839
Part-time on-going	64	25	<4	<4	89
Full-time, fixed term contracts	33	31	<4	<4	64
Part-time, fixed term contracts	8	5	<4	<4	13
Casual	36	24	<4	<4	60

**Notes:**

Part-time staff includes sessional (on-going) staff.

**TABLE 65:** Flexible working arrangements by gender

	Woman/ Female	Man/ Male	Non- binary/ Other	Not specified	Total
Remote working	14	7	<4	<4	21
Modified hours	N/A	N/A	N/A	N/A	N/A

**TABLE 66:** Contract length by gender

	Woman/ Female	Man/ Male	Non- binary/ Other	Not specified	Total
Average length (months)	11.7	15.8	<4	<4	13.6

**TABLE 67:** Pay by gender

	Average annualised FTE base salary				Total
	Woman/ Female	Man/Male	Non-binary/ Other	Not specified	
Graduates*	\$67,319.67	\$66,846.73	-	N/A	\$67,013.66
APS1–4 equivalent	\$67,774.16	\$66,844.87	-	N/A	\$67,129.55
APS5–6 equivalent	\$87,948.14	\$86,804.67	-	N/A	\$87,376.40
Executive Level	\$120,021.87	\$118,809.53	-	N/A	\$119,362.78
SES	\$239,569.44	\$250,911.50	-	N/A	\$245,538.95
Whole of Agency	\$92,843.35	\$85,984.10	-	N/A	\$88,753.57

**Notes:**

\*Graduates includes all entry level programs. These include graduates, trade-based apprenticeships, Indigenous apprenticeship programs and Indigenous government development.

**TABLE 68: Absences by gender**

	Number of days 2021–22				Average
	Woman/ Female	Man/Male	Non- binary/ Other	Not specified	
Total	42.8	41.6	-	-	42.0
Annual leave	14.1	16.0	-	-	15.3
Unscheduled absences	12.8	14.9	-	-	14.0
Parental leave	3.9	0.3	-	-	1.7

**TABLE 69: Tenure by gender**

	Woman/ Female	Man/Male	Non- binary/ Other	Not specified	Average
Average length (days)	2,097.8	2,632.6	-	-	2,416.7

**TABLE 70: Separation types by gender**

	Woman/ Female	Man/Male	Non- binary/ Other	Not specified	Total
Headcount 2021–22	132	129	-	-	261
Age retirement	4	16	-	-	20
Early Termination of Contract – Employee Initiated (EE)	7	5	-	-	12
End of contract	14	6	-	-	20
End of Temporary Transfer	3	1	-	-	4
Incentive to Retire	0	2	-	-	2
Resignation	46	62	-	-	108
Promotion to APS	0	1	-	-	1
Transfer to APS	47	20	-	-	67
Voluntary Retirement Excess EA 64 1.b	11	16	-	-	27

TABLE 71: Training by gender

	Male	Female	Non-binary/ Other	Not specified	Total
APSC Integrity in the Australian Public Service	609	415	0	0	1024
Being Professional in the Parliamentary Service	26	30	0	0	56
Bullying, Harassment & Discrimination – Understand, Respond, Prevent	23	51	0	0	74
CORE Module 0: Introduction	15	15	0	0	30
CORE Module 1: Thinking About Cultures and Identities	207	202	1	0	410
CORE Module 10: Continuing your Journey	204	207	1	0	412
CORE Module 2: My Country, Our Country	198	206	1	0	405
CORE Module 8: Engaging with Aboriginal and Torres Strait Islander peoples	198	200	1	0	399
DPS – Living the Values	22	57	0	0	79
Exhale People – Wellbeing and Resilience	2	2	0	0	4
Respectful Workplaces	741	539	1	0	1281
WHS Awareness	490	435	0	0	925
WHS Awareness (Online Learning)	408	318	0	0	726
Work Place Sexual Harassment Videos	4	4	0	0	8
Workplace Bullying, Harassment and Discrimination	683	465	0	0	1148
Workplace Sexual Harassment – An overview for employees	4	8	0	0	12
Workplace Sexual Harassment – An overview for managers	0	2	0	0	2
Workshop: Parliament as a gendered workplace: towards a new code of conduct – Australian National University	0	1	0	0	1
<b>Total</b>					<b>6996</b>

**TABLE 72:** Support services

	Count
Total number of contacts	80
Work related contacts	16
Workplace bullying contacts	N/A
Workplace sexual harassment contacts	N/A
Workplace sexual assault	N/A

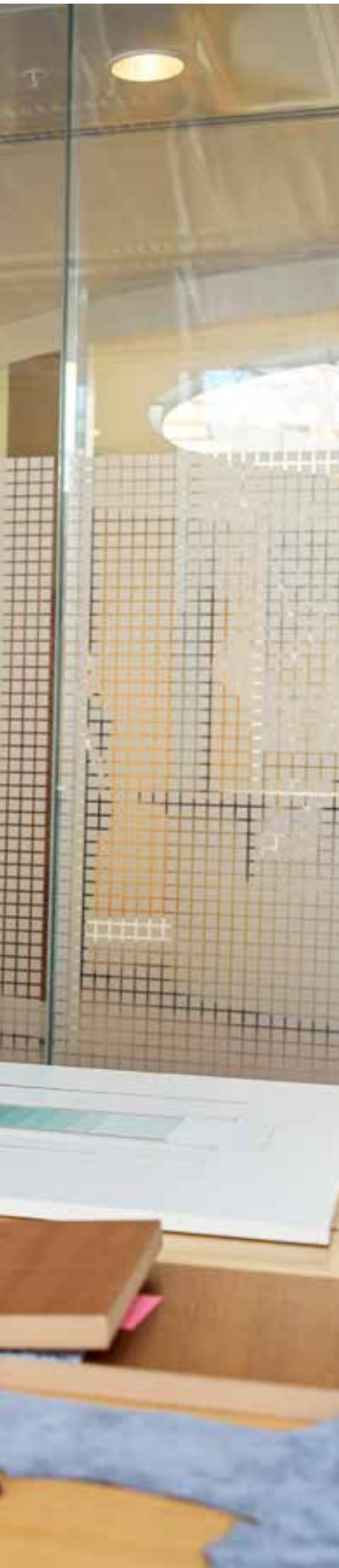
**TABLE 73:** Reports of incidents

	Count
<b>Bullying (reports)</b>	
Formal reports	1
Informal reports	6
External reports	0
<b>Discrimination (reports)</b>	
Formal reports	0
Informal reports	0
External reports	0
<b>Sexual harassment (reports)</b>	
Formal reports	1
Informal reports	0
External reports	0
<b>Sexual assault (reports)</b>	
Formal reports	0
Informal reports	0
External reports	0
<b>Workers' compensation</b>	
Accepted claims for psychological injury	0









## REFERENCE MATERIAL

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## ACRONYMS AND ABBREVIATIONS

ACT – Australian Capital Territory

AFP – Australian Federal Police

AIAP – Accessibility and Inclusion Action Plan

ANAO – Australian National Audit Office

ANU – Australian National University

ANZUS Alliance – Australian, New Zealand, United States Alliance

AO – Officer of the Order of Australia

APH – Australian Parliament House

APLA – Association of Parliamentary Libraries of Australasia

App – Mobile phone application

APS – Australian Public Service

ASL – Average Staffing Level

Auspice – Australian Government Photographic Service

CCSF – Commonwealth Child Safe Framework

CAE – Chief Audit Executive

CIO – Chief Information Officer

COVID-19 – Source of Coronavirus pandemic. 'CO' for corona, 'VI' for virus, 'D' for disease.

CPRs – Commonwealth Procurement Rules

CRD – Central reference document

CSIRO – Commonwealth Scientific and Industrial Research Organisation

DISC – Design Integrity and Special Collections

DPS – Department of Parliamentary Services

EAP – Employee Assistance Program

EL – Executive Level

EMMS – Electronic Media Monitoring Services

EA – Enterprise Agreement

EU – European Union

FTE – Full Time Equivalent

GST – Goods and Services Tax

GHD – A professional services company

HACCP – Hazard Analysis and Critical Control Points

HCOs – Harassment Contact Officers  
HMC – Historic Memorials Collection  
HR – Human Resources  
HSRs – Health and Safety Representatives  
IAGDP – Indigenous Australian Graduate Development Program  
IAP – Indigenous Apprenticeship Program  
ICT – Information and Communication Technology  
IFLA – International Federation of Library Associations and Institutions  
IFLAPARL – International Federation of Library Associations and Institutions for Parliaments Section  
ISD – Information Services Division  
IT – Information Technology  
JSCPL – Joint Standing Committee on the Parliamentary Library  
KMP – Key Management Personnel  
KPI – Key Performance Indicators  
LGBTIQ+ – Lesbian, Gay, Bi-sexual, Trans and gender diverse, Intersex, Queer and questioning  
MP – Member of Parliament  
NAIDOC – National Aborigines and Islanders Day Observance Committee  
OAM – Order of Australia  
PEL – Parliamentary Executive Level  
PGPA Act – *Public Governance, Performance and Accountability Act 2013*  
PGPA Rule – *The Public Governance, Performance and Accountability Rule 2014*  
PICTAB – The Parliamentary ICT Advisory Board  
PID Act – *Public Interest Disclosure Act 2013*  
PS Act – *Parliamentary Services Act 1999*  
PSL – Parliamentary Service Level  
PSM – Public Service Medal  
RAP – Reconciliation Action Plan  
SES – Senior Executive Service  
UK – United Kingdom  
US – United States of America  
WHS – Work Health and Safety  
WHS Act – *Work Health and Safety Act 2011*

## GLOSSARY

Term	Description
Accountable Authority	The accountable authority of DPS (a non-corporate Commonwealth entity under the PGPA Act) is the Secretary of the department who has responsibility for, and control over, the entity's operations.
Activities	The actions/functions performed by agencies to deliver government policies.
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth of Australia. Agencies do not control administered items. In many cases, administered expenses fund the delivery of third party outputs.
Appropriation	An amount of public money Parliament authorises for spending with funds to be withdrawn from the Consolidated Revenue Fund. Parliament makes laws for appropriating money under the Annual Appropriation Acts and under Special Appropriations, with spending restricted to the purposes specified in the Appropriation Acts.
Agency	A Department of State, Department of Parliament and prescribed agency under the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA Act).
Annual Performance Statements	A document prepared by entities to report to what extent they have fulfilled their purposes as articulated at the beginning of a reporting year in their Corporate Plan and Portfolio Budget Statements (PBS).
Art Advisory Committee	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collections.
AUSPIC	Provides photographic services under the Parliamentary Business Resources Act 2017 and to other government entities on a fee-for-service basis.
Bills Digest	A guide written to assist members of Parliament when they consider a Bill.
Budget	The Australian Government Budget sets out the fiscal and economic outlook for Australia, and includes expenditure and revenue estimates for the current financial year, the budget year and the three forward financial years.
Building fabric	The basic elements making up a building; the structure without finishing or decoration.

Term	Description
Commonwealth Child Safe Framework (CCSF)	The Framework provides minimum standards for Commonwealth entities to protect children. It encompasses policies, compliance activities and strategies to embed a child safe culture.
Commonwealth Procurement Rules (CPRs)	The core procurement policy framework that articulates the Government's expectations for all agencies subject to the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA Act) and their officials, when performing duties in relation to procurement. These are published by the Department of Finance.
Corporate Governance	The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control. These processes are issued by the Department of Finance.
Corporate Plan	A planning document for entities to set out their purpose(s), what they will do to achieve the purpose(s) and how they will know they have achieved the purpose(s).
Departmental item	Resources (assets, liabilities, revenues and expenses) that agency accountable authorities control directly. This includes outsourced activities funded and controlled by the agency. Examples of departmental items include agency running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program.
Enterprise Agreement	An agreement between DPS and its employees about terms and conditions of employment.
Financial Results	The results shown in the financial statements of an agency.
Foster Review	<i>Review of the Parliamentary Workplace: Responding to Serious Incidents</i> by Stephanie Foster PSM. A review of the procedures and processes involved in identifying, reporting and responding to serious incidents that occur during parliamentary employment.
Hansard	Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.

Term	Description
Historic Memorials Collection	This Historic Memorials Collection was founded by Prime Minister the Right Hon Andrew Fisher in 1911 and is Australia's longest-running official portraits commissioning collection. It is guided by the bi-partisan Historic Memorials Committee which is chaired by the Prime Minister of the day.
Jenkins Review	<i>Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces</i> by Kate Jenkins. The review made recommendations to ensure that Commonwealth parliamentary workplaces are safe and respectful and that the nation's Parliament reflects best practice in prevention and response to bullying, sexual harassment and sexual assault.
Key performance indicators (KPIs)	KPIs are used to assess and monitor the department's performance and to provide a record of our progress towards supporting the department's objectives, how 'relevant money' was spent and whether planned achievements were on track.
Operations	Functions, services and processes performed in pursuing the objectives or discharging the functions of an agency.
Outcomes	The intended results, impacts or consequences of actions by the Government on the Australian community. They are listed in agencies' Portfolio Budget Statements.
Parliament House Art Collections	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the <i>Parliamentary Precincts Act 1988</i> . In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board (PICTAB)	A body established to oversee progress of the Parliamentary ICT Strategic Plan and to provide guidance to DPS on strategic objectives and outcomes.
ParlInfo Search	An online tool which enables the searching and downloading of parliamentary information including transcripts, Bills, Senate journals, votes and proceedings, notice papers, committee reports, the <i>Parliamentary Handbook</i> , 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.

Term	Description
ParlTV	Parliament House internal television and digital radio service.
Performance information	Evidence about performance that is collected and used systematically, which may relate to appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed to an intervention. While performance information may be quantitative (numerical) or qualitative (descriptive), it should be verifiable.
PSL Employee	A Parliamentary Service Level employee is a person engaged under section 22, or a person who was engaged as a PSL employee under section 72, of the Parliamentary Service Act 1999.
Portfolio Budget Statements (PBS)	Budget-related papers detailing budget initiatives and explanations of appropriations specified by outcome and program by each agency within a portfolio.
Presiding Officers	Two members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is the President, and in the House of Representatives, the Speaker.
Purpose	Includes the objectives, functions or role of the entity.
Revenue	The total value of resources earned or received to cover the production of goods and services.
Security Management Board	This body is established by the Parliamentary Service Act 1999, and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has four members who may, with the Presiding Officers' permission, invite others to attend their meetings.

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# LIST OF REQUIREMENTS

## PGPA Rule Reference

PGPA Rule Reference	Part of Report	Description	Requirement
<b>17AD(g) Letter of transmittal</b>			
17AI	(i–ii)	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
<b>17AD(h) Aids to access</b>			
17AJ(a)	(iii)	Table of contents.	Mandatory
17AJ(b)	238	Alphabetical index.	Mandatory
17AJ(c)	220	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	228	List of requirements.	Mandatory
17AJ(e)	inside cover	Details of contact officer.	Mandatory
17AJ(f)	inside cover	Entity's website address.	Mandatory
17AJ(g)	inside cover	Electronic address of report.	Mandatory
<b>17AD(a) Review by accountable authority</b>			
17AD(a)	2	A review by the accountable authority of the entity.	Mandatory
<b>17AD(b) Overview of the entity</b>			
17AE(1)(a)(i)	8	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	10	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	9	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	8	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	101	Name of the accountable authority or each member of the accountable authority.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AE(1)(aa)(ii)	101	Position title of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(iii)	101	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory
17AE(1)(b)	N/A	An outline of the structure of the portfolio of the entity.	Portfolio departments - mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
<b>17AD(c) Report on the Performance of the entity</b>			
<b>Annual performance Statements</b>			
17AD(c)(i); 16F	32	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
<b>17AD(c)(ii) Report on Financial Performance</b>			
17AF(1)(a)	142	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	180	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.

PGPA Rule Reference	Part of Report	Description	Requirement
<b>17AD(d)</b>	<b>Management and Accountability</b>		
<b>Corporate Governance</b>			
17AG(2)(a)	112	Information on compliance with section 10 (fraud systems).	Mandatory
17AG(2)(b)(i)	(i)	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	(i)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	(i)	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory
17AG(2)(c)	100–113	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	113	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
<b>Audit committee</b>			
17AG(2A)(a)	104	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A)(b)	105–107	The name of each member of the entity's audit committee.	Mandatory
17AG(2A)(c)	105–107	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(2A)(d)	105–107	Information about the attendance of each member of the entity’s audit committee at committee meetings.	Mandatory
17AG(2A)(e)	105–107	The remuneration of each member of the entity’s audit committee.	Mandatory
<b>External Scrutiny</b>			
17AG(3)	114–116	Information on the most significant developments in external scrutiny and the entity’s response to the scrutiny.	Mandatory
17AG(3)(a)	116	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)	114	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)	116	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
<b>Management of Human Resources</b>			
17AG(4)(a)	117–134	An assessment of the entity’s effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	182–201	Statistics on the entity’s employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(b)	182–201	<p>Statistics on the entity’s APS employees on an ongoing and non-ongoing basis; including the following:</p> <ul style="list-style-type: none"> <li>• Statistics on staffing classification level;</li> <li>• Statistics on full-time employees;</li> <li>• Statistics on part-time employees;</li> <li>• Statistics on gender;</li> <li>• Statistics on staff location;</li> <li>• Statistics on employees who identify as Indigenous.</li> </ul>	Mandatory
17AG(4)(c)	126	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory
17AG(4)(c)(i)	126	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)	188	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	127	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
<b>Assets Management</b>			
17AG(5)	135	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, Mandatory
<b>Purchasing</b>			
17AG(6)	135	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i>	Mandatory
<b>Reportable consultancy contracts</b>			
17AG(7)(a)	136	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7)(b)	136	A statement that <i>"During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]"</i> .	Mandatory
17AG(7)(c)	136	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)	136	A statement that <i>"Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website."</i>	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
<b>Reportable non-consultancy contracts</b>			
17AG(7A)(a)	137	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	137	A statement that <i>“Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.”</i>	Mandatory
<b>17AD(daa) Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts</b>			
17AGA	N/A	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory
<b>Australian National Audit Office Access Clauses</b>			
17AG(8)	N/A	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor’s premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
<b>Exempt contracts</b>			
17AG(9)	138	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
<b>Small business</b>			
17AG(10)(a)	138	A statement that <i>"[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."</i>	Mandatory
17AG(10)(b)	138	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	138	If the entity is considered by the Department administered by the Finance Minister as material in nature – a statement that <i>"[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."</i>	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
<b>Financial Statements</b>			
17AD(e)	142–175	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
<b>Executive Remuneration</b>			
17AD(da)	184–188	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory
<b>17AD(f) Other Mandatory Information</b>			
17AH(1)(a)(i)	N/A	If the entity conducted advertising campaigns, a statement that <i>“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.”</i>	If applicable, Mandatory
17AH(1)(a)(ii)	206	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that <i>“Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”</i>	If applicable, Mandatory
17AH(1)(c)	122	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	N/A	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	207	Correction of material errors in previous annual report.	If applicable, mandatory
17AH(2)	50–97	Information required by other legislation.	Mandatory

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