ANNUAL
REPORT

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PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

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Letter of Transmittal from Secretary

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

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

Dear Mr Speaker and Mr President

Department of Parliamentary Services Annual Report 2018–19

I am pleased to present the Department of Parliamentary Services Annual Report 2018–19 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 subsection 39 of the PGPA Act.

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

Yours sincerely

Rob Stefanic
Secretary
13 September 2019

Letter of Transmittal from Parliamentary Librarian

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

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

Dear Mr Speaker and Mr President

Parliamentary Library Annual Report 2018–19

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 2019.

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

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

Yours sincerely

Dr Dianne Heriot
Parliamentary Librarian
13 September 2019

READER'S GUIDE

The Department of Parliamentary Services Annual Report 2018–19 has been prepared in accordance with the Department of Finance's Resource Management Guide No. 135—*Annual reports for non-corporate Commonwealth entities* (issued May 2019), the Department of the Prime Minister and Cabinet's *Tabling Guideline*s (issued June 2019), and the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The annual report also includes the *Parliamentary Library Annual Report 2018–19*.

Part 1: Secretary's review provides an overview of the work of the Department of Parliamentary Services (DPS) in 2018–19.

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

Part 3: Performance contains two sections, the first outlining 'Activities and Achievements' against the Strategic themes and objectives articulated in the *DPS Corporate Plan 2018–19*. The second section presents the 2018–19 annual performance statements of DPS, as required by section 39(1)(a) of the PGPA Act.

Part 4: Parliamentary Library is the Parliamentary Librarian's annual report as required by subsection 65(3) of the *Parliamentary Service Act 1999* (PS Act) and includes the Parliamentary Librarian's review, an overview of library services, an explanation of governance, a summary of financial performance, achievements, performance results, work with clients and workforce issues.

Part 5: Governance includes reporting on governance, external scrutiny, human resource management, asset management, purchasing, consultants, Australian National Audit Office (ANAO) access clauses and exempt contracts and procurement initiatives to support small business.

Part 6: Financial Statements includes the ANAO's audit report, a statement by the Chief Finance Officer and the audited financial statements for DPS.

Part 7: Appendices contains supplementary information to this annual report, including workforce statistics, environmental management, advertising and market research, and correction of material errors in the previous annual report.

Part 8: Reference material contains a list of acronyms and abbreviations, a glossary, a list of tables, a list of figures, a list of requirements and an index.

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DPS ON A PAGE

Role

The Department of Parliamentary Services (DPS) is one of four parliamentary departments which together comprise the Australian Parliamentary Service, which is independent of the Executive Government of the Commonwealth. DPS supports the functions of the Australian Parliament and the work of parliamentarians through the provision of professional services, advice and facilities, the ongoing maintenance of Australian Parliament House and makes the building, and the important activity that takes place within it, accessible.

Activities

In 2018–19, DPS undertook many activities to support the Australian Parliament:

- Welcomed 746,844 visitors through the main entrance.
- Screened more than 9,500 people entering Parliament House on Budget Day 2019.
- Sold 283,941 coffees.
- Conducted 7,404 tours for 216,778 participants, including school groups.
- More than 3,543 square metres of carpet were replaced and 73,811 square metres of painting was undertaken.
- The building maintenance help desk responded to 4,852 calls for assistance.
- The Parliament House flag was changed 11 times.
- Significant security capital works upgrades were delivered to improve the physical security of Parliament House.
- The Management of Design Integrity Framework (comprising consultation framework, policy and process documents) was published to ensure effective management of projects for change at Parliament House.
- All live video streams of parliamentary proceedings were captioned on the Parliament of Australia website, to improve accessibility.
- The ICT support desk responded to 52,445 contacts, comprising 41,562 phone calls and 10,883 emails, self-service requests and walk-ins.
- Installed or updated 2,751 PCs, laptops, mobile devices, multi-function devices and printers across Parliament House, electorate offices and Commonwealth Parliament Offices.
- Increased public engagement with the increase of personalised 'My Parliament' accounts up by 22 per cent.
- An electronic voting application was designed and implemented to provide an electronic solution for recording division voting on the floor of the House of Representatives and enabling real-time publishing of division results.
- An offsite data centre was commissioned, significantly enhancing the resilience of core parliamentary IT services.
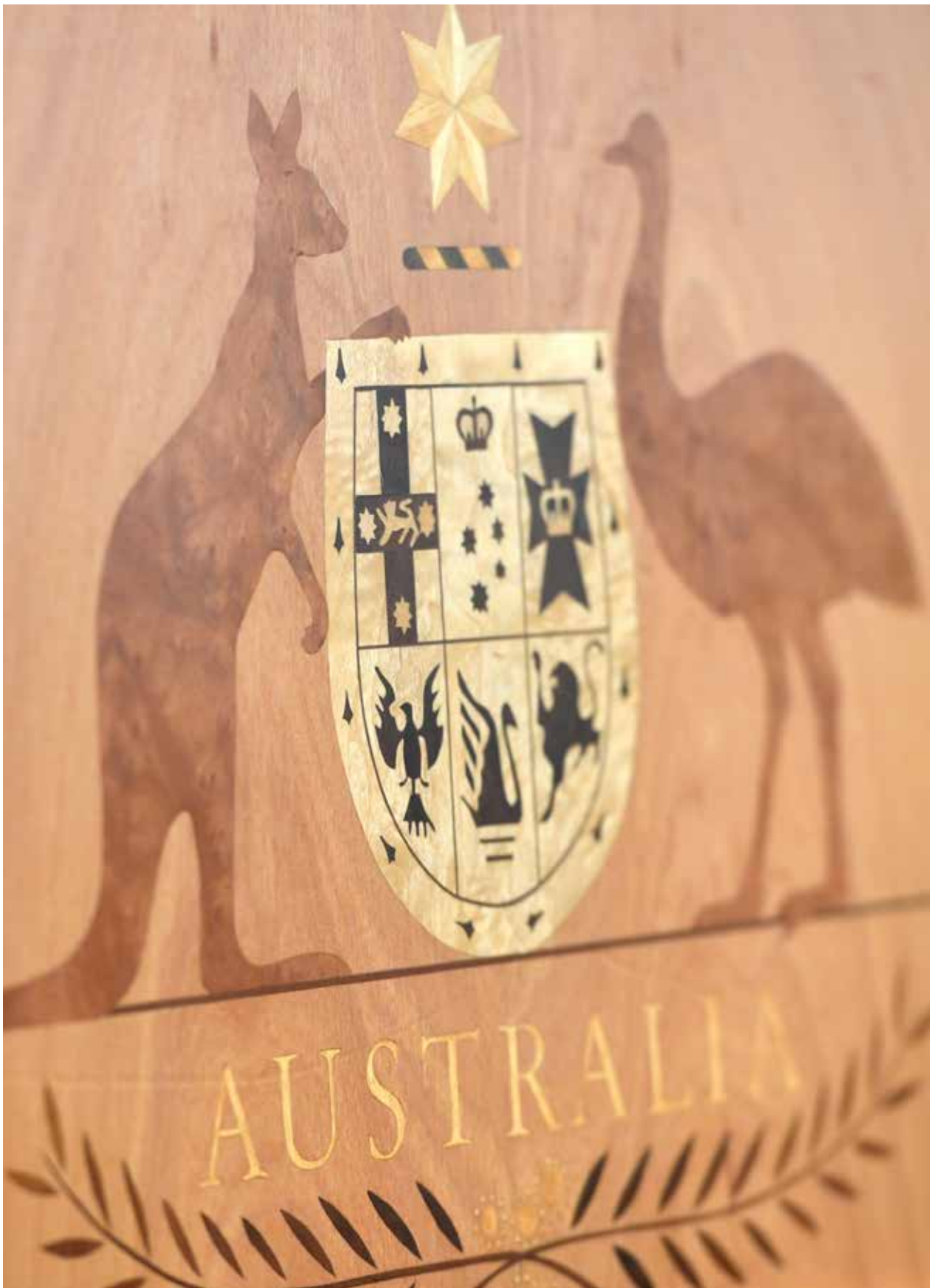
SECRETARY'S REVIEW

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OUR PERFORMANCE AND ACHIEVEMENTS

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

The year was one of generational milestones in the life of Australian Parliament House (APH), as we opened the doors to the community for the 30th anniversary Open Day and delivered the most significant upgrades to security and infrastructure since its opening in 1988.

The 30th anniversary Open Day held on 6 October 2018 saw over 8,000 people come through the doors to enjoy and experience their House—furthering our ongoing commitment to making this iconic building, and the work that takes place within it, accessible to the public.

Significant advancements have been made this year to strengthen our physical and cyber security capability. In addition substantial efforts were directed to reviewing and implementing measures under the reissued whole-of-government Protective Security Policy Framework to further improve our security governance, personnel security, physical security and information security.

A significant cyber security attack in early 2019 reinforced the need for ongoing vigilance and strengthened resilience in this area. DPS worked closely in partnership with the Commonwealth security and intelligence agencies during and after the incident. The committed and better practice responses from our Information Services Division minimised disruption to the nationwide parliamentary network.

The completion of most of the physical security upgrade projects, delivered the largest and most complex security investment in the building's history. This means building occupants and visitors now have greater protection from potential security threats which were not anticipated at the time the building was designed and built.

This work was not without challenges. Security works in a number of areas including the Senate and House of Representatives entrances were delayed in mid to late 2018 when the managing contractor advised of performance and financial issues with a subcontractor. Despite being an issue beyond our legal and contractual control, the department worked closely with the managing contractor to navigate issues with the subcontractor and then to resume project progress within the shortest time possible. A replacement subcontractor commenced in January 2019 and the Senate and House of Representatives entrances were completed and both were operational from 19 August 2019. I would like to thank parliamentarians, staff, building occupants and visitors for their patience during these works.

The journey to completion for many of these multi-year projects has at times meant disruption for the people who work within and visit Parliament House. DPS project management and communication efforts, combined with the patience, engagement and cooperation from our colleagues in the other parliamentary departments have, where possible, resulted in minimal disruption for building occupants.

Australian Parliament House is an internationally recognised building of significant architectural achievement and incorporates many complex and symbolic design elements. The implementation of the Management of Design Integrity Framework in 2018–19 will ensure future upgrades to the building and surrounds are guided by the design intent of the original Architects in response to a 20-volume brief that took seven years to develop. The framework not only provides our people with clarity and practical assistance when managing building, repair and design projects, it sets out an integrated consultative approach for project development, design and delivery.

I would like to express my appreciation to Ms Pamille Berg AO Hon FRAIA and Mr Harold Guida LFRAIA AIA, as the moral rights administrators on behalf of nominated architect the late Romaldo Giurgola AO LFRAIA AIA, for working with us to complete the framework which ensures that practical and appropriate design solutions for capital works and maintenance are discussed at the earliest possible stages.

Their work to assist us to complete the Central Reference Document (CRD) continued this year with the first revision of the existing 31 draft chapters now achieved. Work is now underway on seven new chapters and other additional material to address issues not covered in the original 2004 draft, including symbolism within Parliament House, the design intent of the Party Rooms, and references to Walter Burley Griffin's design for Canberra within the design intent of Parliament House.

All chapters of the revised CRD will be enriched with illustrations, footnotes and bibliographies to provide fuller descriptions of the architect's design intent for each significant element of Parliament House. The final phase of the project regarding publication is expected to be completed in 2020–21.

A number of technology achievements were made in 2018–19 with the implementation of an electronic voting system and an offsite data centre. The electronic voting project led by the Speaker of the House of Representatives, the Hon Tony Smith MP was an outstanding collaborative effort between DPS and the Department of the House of Representatives. Using in-house expertise, cloud technology and agile methodologies, DPS built an application to allow digital recording of votes on the floor of the House of Representatives. This replaced the paper-based system and meant division results were more accessible and published faster. The system has been developed ready to facilitate full electronic voting by members at some point in the future. The establishment of an offsite data centre will greatly enhance the resilience of the parliamentary ICT environment and support the continued operation of our core ICT systems in the event of an infrastructure failure or disruption at Parliament House.

Following the prorogation of the 45th Parliament, and in partnership with the parliamentary departments, DPS supported exiting parliamentarians and commenced planning for the commencement of the 46th Parliament. During the election period, we took the opportunity to conduct a refresh and reset of all vacant office suites. We improved the induction experience for new parliamentarians with a streamlined digital onboarding system and enhanced induction presentations tailored to the needs of new parliamentarians.

I thank the Speaker of the House of Representatives, the Hon Tony Smith MP, and the President of the Senate, Senator the Hon Scott Ryan, for their continuing support of me and of the department in 2018–19. I also thank my fellow heads of the parliamentary departments—the retiring Clerk of the House of Representatives, Mr David Elder, the Clerk of the Senate, Mr Richard Pye, the Parliamentary Budget Officer, Ms Jenny Wilkinson, and the Parliamentary Librarian, Dr Dianne Heriot for their goodwill and collegiality as we work to better serve the Parliament of Australia.

OUTLOOK

We will continue to build on our achievements as we support the functions of Parliament and the work of parliamentarians through the provision of professional services, advice and facilities.

Respond to the changing needs of the Parliament

- Our continued collaboration with the Department of the Senate, the Department of the House of Representatives and the Department of the Prime Minister and Cabinet will see the introduction of an electronic workflow process for tabling documents in Parliament—speeding up their public release and reducing both costs and paper use.

- Building on the vision set out in the Australian Parliament Digital Strategy 2019–2022, we will develop Roadmaps which will set out the forward work plan for ICT investment.

- We will develop and implement new measures to strengthen our cyber resilience and further protect the Parliament in a continuously evolving security threat landscape.

- We will escalate our efforts on security and cyber security awareness through targeted education initiatives. Cyber security awareness and education will be incorporated into induction processes for all parliamentary computing network users and one-on-one support will be enhanced.

- The Parliamentary Library will continue to implement the priorities identified in its Framework for the Digital Delivery of Library Products and Services, Digital Preservation Framework. In particular, it will complete its Library systems replacement project to improve the discoverability of Library information, deploy the new digital *parliamentary handbook* and embark on a project with the Department of the Senate to enhance access to the Senate's historical tabled papers collection.

- We will continue to develop a culture of innovation in all our work by enabling our staff to approach challenges and opportunities from new perspectives to achieve greater efficiency and effectiveness in our delivery of services to the Parliament.

- Seeking and responding to feedback from parliamentarians, parliamentary staff, stakeholders and the community will continue to inform the way we work—ensuring we retain a customer focus.

Enhance the Parliament's engagement with the community

- We will deliver an annual program of events and exhibitions relevant to parliamentary democracy and Parliament House, which endeavours to engage with the community while building stronger partnerships with Canberra's cultural institutions.

- We will enhance our online presence to encourage greater community engagement, raise awareness and understanding of the work of the Parliament, and increase interactions through the Parliament of Australia website and other 'owned' digital channels.

Effective stewardship of Parliament House

- During 2018–19, DPS took ownership of Status B 'Global' furniture from the Departments of the Senate and House of Representatives, which were designed and manufactured for Parliament House when it opened in 1988. DPS will continue to electronically integrate this furniture into its asset management system, which, when completed, will deliver:
  - enhanced maintenance, refurbishment and conservation work records, and
  - better management of condition assessments through planning future furniture works and life-cycle projections.

- The Parliament House Art Collection Audit and Digitisation Project will continue to improve the management of our valuable collection of cultural assets. Completion is expected in 2021, and will deliver:
  - the ability to track, via an electronic tag, the movement of artworks in real time, vastly improving stocktake and location capabilities
  - a full survey of the current condition of the collection to identify recommendations for its ongoing conservation and care and identify any treatment required
  - a catalogue of high-quality digital images which will be made accessible to both building clients and the public, and
  - improved cataloguing standards, to ensure high quality and accurate data is captured for all artworks.

- To ensure ongoing management of the design integrity of Parliament House:
  - we will redesign and refurbish the Queen's Terrace Café and Staff Dining Room to improve customer experience and service efficiency. The change will restore the design integrity of these spaces close to their original form
  - complete the CRD and progress additional chapters
  - begin work on developing a series of 'maintenance of design' statements that link to the CRD and will provide a practical guide for maintenance activity and will document the design intent of landscape within the precinct
  - progress work on digitising relevant design intent documentation, and
  - undertake work on a timber register which catalogues the many species of Australian timbers used throughout Parliament House and their locations.

Effective delivery of the Parliament House works program

- The program to systematically replace and upgrade all original Parliament House passenger and goods lifts is well underway. The new lifts have enhanced reporting, safety and system control features and include upgraded electrics and mechanical componentry. With 20 lifts now complete, the remaining 22 lifts will be upgraded over the next 24 months. Outages are carefully scheduled and communicated to minimise inconvenience to building occupants.

- A series of lighting projects will be initiated to improve energy efficiency and control across the building using LED technology.

- Having completed the design phase of the auxiliary power upgrade project, we will enter the delivery phase in 2019–20 to ensure the building can continue to meet increased electricity load demands not accounted for in the original construction. The project will upgrade automatic power switching capabilities and replace generators as well as support and enhance the building's fire and life safety services.

- The final elements of the security upgrade capital works will be delivered in the first half of 2019–20 once upgrades of the main public entrance, Senate and House of Representatives entrances are complete.
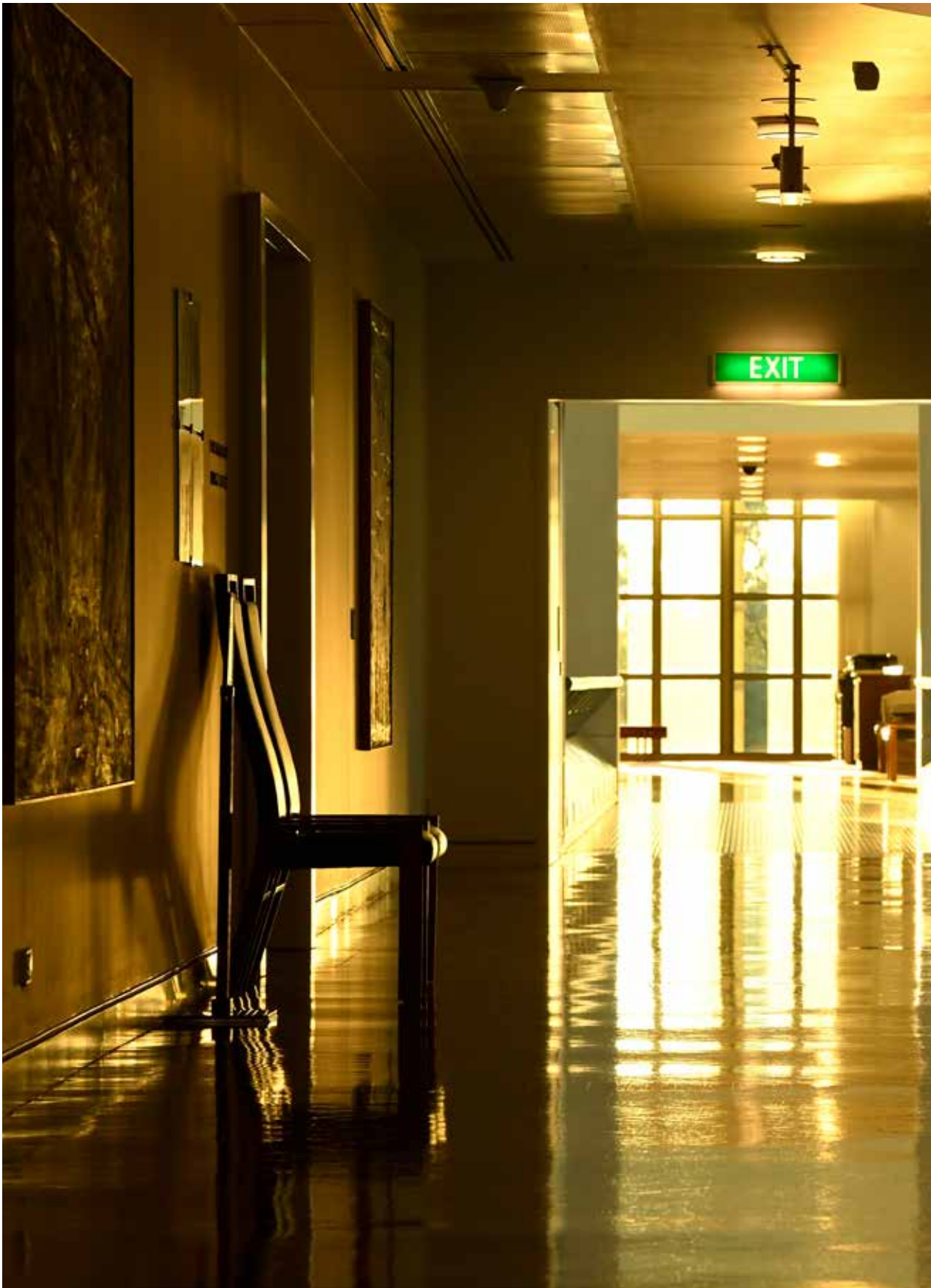
OVERVIEW

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OUR PURPOSE

DPS' purpose is to support the functions of the Australian Parliament and the work of the parliamentarians including through the provision of professional services, advice and facilities; the ongoing maintenance of Australian Parliament House; and ensuring that the building, and the important activity that takes place within, are accessible.

We value our role as custodians for Parliament House as the iconic symbol of Australian democracy and as a significant destination for our citizens and international visitors.

Our purpose is reflected in our four strategic themes that are consistent with the Strategic Plan for parliamentary administration.

Strategic themes

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

OUR ROLE AND FUNCTIONS

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

- library and research services
- information and communication technology products and services to the Parliament across the nation
- protective security services
- building and grounds management
- 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
- management of licenced retail, health, banking, and childcare services, and
- corporate, administrative and strategic services for DPS.

OUR VISION

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

We support this vision through five pillars:

Our people

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

Our clients

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

Our colleagues

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

Our visitors

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

Our building

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

OUTCOMES AND PROGRAMS

Outcome 1

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

In the *2018–19 Portfolio Budget Statement* DPS had two programs:

Program 1—Parliamentary Services had the following objectives:

- implement efficient and effective infrastructure, systems and services to respond to the changing needs of Parliament and our parliamentarians
- explore and develop innovative technology and systems for the delivery of timely information and services to parliamentarians
- retain the Parliamentary Library's position as our clients' preferred and trusted source of high-quality information, analysis and advice
- enhance our visitor experience and community engagement including the use of social media and emerging technologies
- enhance electronic access to parliamentary information for the community to easily engage with the parliamentary process
- champion opportunities for parliamentary strengthening
- ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles
- ensure a secure environment while maintaining public accessibility
- effectively manage all assets within Parliament House including collections, and
- maintain Parliament House and the precinct as befits its status as an iconic building and location of national significance.

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

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

SUMMARY OF FINANCIAL PERFORMANCE

DPS receives departmental and administered operating and capital funding as well as funds through third-party drawing rights.

Details of the DPS appropriations, programs and an explanation of the results are provided below:

TABLE 1: Resource Statement, 2018–19

Department of Parliamentary Services	Actual Available Appropriation for 2018–19	Payments made 2018–19	Balance Remaining 2018–19
	$'000	$'000	$'000
	(a)	(b)	(a)–b
Ordinary Annual Services[1]			
Departmental Appropriation[2]			
Ordinary annual services	190,218	161,089	29,129
Total	**190,218**	**161,089**	**29,129**
Administered expenses			
Outcome 1	9,490	4,815	4,675
Total	**9,490**	**4,815**	**4,675**
Total ordinary annual services (A)	**199,708**	**165,904**	**33,804**
Other services			
Departmental non-operating			
Non-operating	-	-	-
Total	**-**	**-**	**-**
Administered operating			
Administered assets and liabilities[3]	123,959	73,317	50,642
Total	**123,959**	**73,317**	**50,642**
Total other services (B)	**123,959**	**73,317**	**50,642**
Total resourcing and payments (A+B)	**323,667**	**239,221**	**84,446**

1   *Appropriation (Parliamentary Departments) Act (No.1) and (No.2) 2018–19*. This includes prior year departmental appropriation, capital and section 74 relevant agency receipts.

2   Includes an amount of $19.6 million in 2018–19 for the Departmental Capital Budget. For accounting purposes this has been designated as 'contributions by owners'.

3   Includes *Appropriation (Parliamentary Departments) Act (No.1) and (No.2) 2018–19*, less appropriations that lapsed during the year.

TABLE 2: Expenses by Outcome, 2018–19

Outcome 1: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain Australian Parliament House	Budget[4] 2018–19	Actual expenses 2018–19	2018–19
	$'000	$'000	$'000
	(a)	(b)	(a)–(b)
Program 1.1: Parliamentary Services			
Departmental Expenses			
Departmental annual appropriations[5]	163,774	161,089	2,685
Total for Program 1.1	**163,774**	**161,089**	**2,685**
Program 1.2: Parliament House Works Program			
Administered expenses			
Administered annual appropriations	6,249	4,815	1,434
Administered assets and liabilities	45,426	73,317	-27,891
Total for Program 1.2	**51,675**	**78,132**	**-26,457**
Total expenses for Outcome 1	**215,449**	**239,221**	**-23,772**

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4   Full year budget, including any subsequent adjustment made to the 2018–19 budget at Additional Estimates.

5   Departmental appropriation combines ordinary annual services and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

Departmental operating and capital results

DPS' operating result for 2018–19 was a deficit of $1.9 million. This result excludes the impacts of depreciation and amortisation ($20.2 million) for which the department is not funded. The operating result includes the impact of bond rate reductions on the value of the department's leave provisions (approximately $1.8 million) for which the department cannot reliably budget.

The total departmental expenses excluding depreciation and amortisation were $141.9 million. This consisted of $94.0 million in employee expenses, $47.8 million in supplier costs and $0.09 million in write downs and loss on sale of assets. This was funded by $126.3 million in revenue from government and $13.7 million in own source revenue.

FIGURE 1: Departmental Operating Expenses by Function Area

- 16.5% Corporate
- 7.3% Catering
- 15.2% Security
- 20.4% Building Management
- 4.6% Parliamentary Experience
- 8.8% Parliamentary Recording and Reporting
- 11.2% Parliamentary Library
- 16.1% Information Services
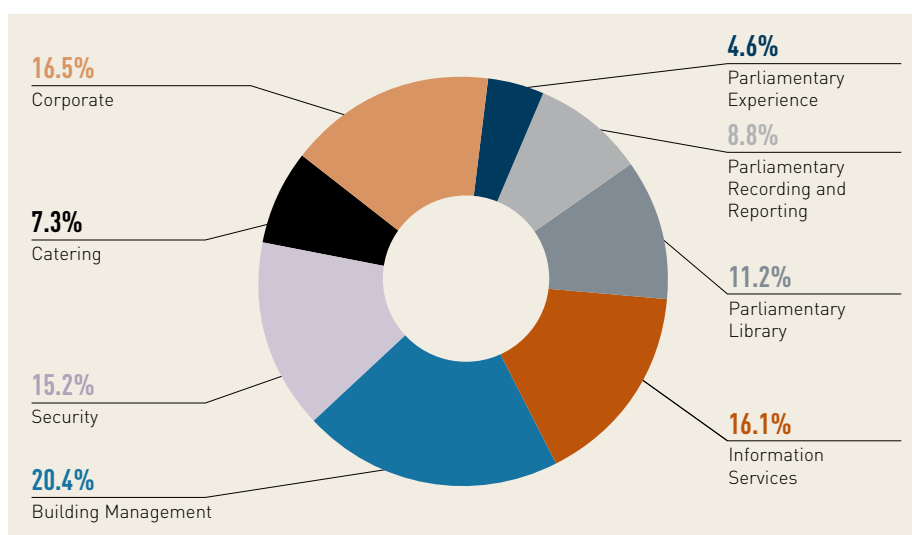
Departmental capital is used to deliver a program of work in support of the work of parliamentarians, occupants of the building and visitors to Parliament House. It incorporates activities relating to technology, the Parliamentary Library and parliamentary experience.

The departmental capital spend for 2018–19 was $17.6 million. This is $2.0 million less than the $19.6 million in departmental capital appropriated for 2018–19.

Administered operating and capital results

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

DPS spent $77.5 million in administered capital and $9.7 million in administered operating in 2018–19 (excluding depreciation and amortisation). The administered capital expenditure was $32.1 million higher than estimates at 2018–19 budget. A movement of funds was sought and approved during the 2018–19 financial year.

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 $22.2 million from the Department of Finance's appropriation to deliver these services. This access is in accordance with the *Parliamentary Business Resource Act 2017* (PBR Act).

DEPARTMENTAL STRUCTURE

DPS is established as a department under the *Parliamentary Service Act 1999* (PS Act). The Australian Parliamentary Service serves the Parliament by providing professional support, advice and facilities to each House of the Parliament, the parliamentary committees and to parliamentarians, independently of the Executive Government of the Commonwealth.

DPS is responsible to both houses of Parliament through the Speaker of the House of Representatives, the Hon Tony Smith MP, and the President of the Senate, Senator the Hon Scott Ryan.

The Secretary is the administrative head of the Department and accountable authority. The Parliamentary Librarian (who is the head of a statutory office) reports directly to the Presiding Officers—and to the Joint Standing Committee on the Parliamentary Library—in respect of her statutory functions.

In March 2019, the Secretary established the position of Deputy Secretary for a period of 12 months, with a view to evaluating the merits of a permanent role. The Deputy Secretary reports directly to the Secretary, is the Secretary's delegate when required and has operational oversight of the Chief Operating Officer and the Building and Security Divisions. The Chief Information Officer reports directly to the Secretary. The Parliamentary Librarian manages the Design Integrity and Archives Unit on behalf of the Secretary as approved additional duties.

The DPS structure is organised into four divisions, the Parliamentary Library, the Information Services Division, the Building and Security Division and the Chief Operating Officer Division. Each uses the strategic themes, high-level activities and intended results to drive business performance which supports the successful function of our role and achievement of our purpose.

The DPS Executive Committee is the Department's primary governance body and comprises the Secretary (Chair), Deputy Secretary, Parliamentary Librarian, Chief Operating Officer, Chief Information Officer, First Assistant Secretary for Building and Security Division and Chief Finance Officer.

FIGURE 2: DPS Organisation Chart (as at 30 June 2019)
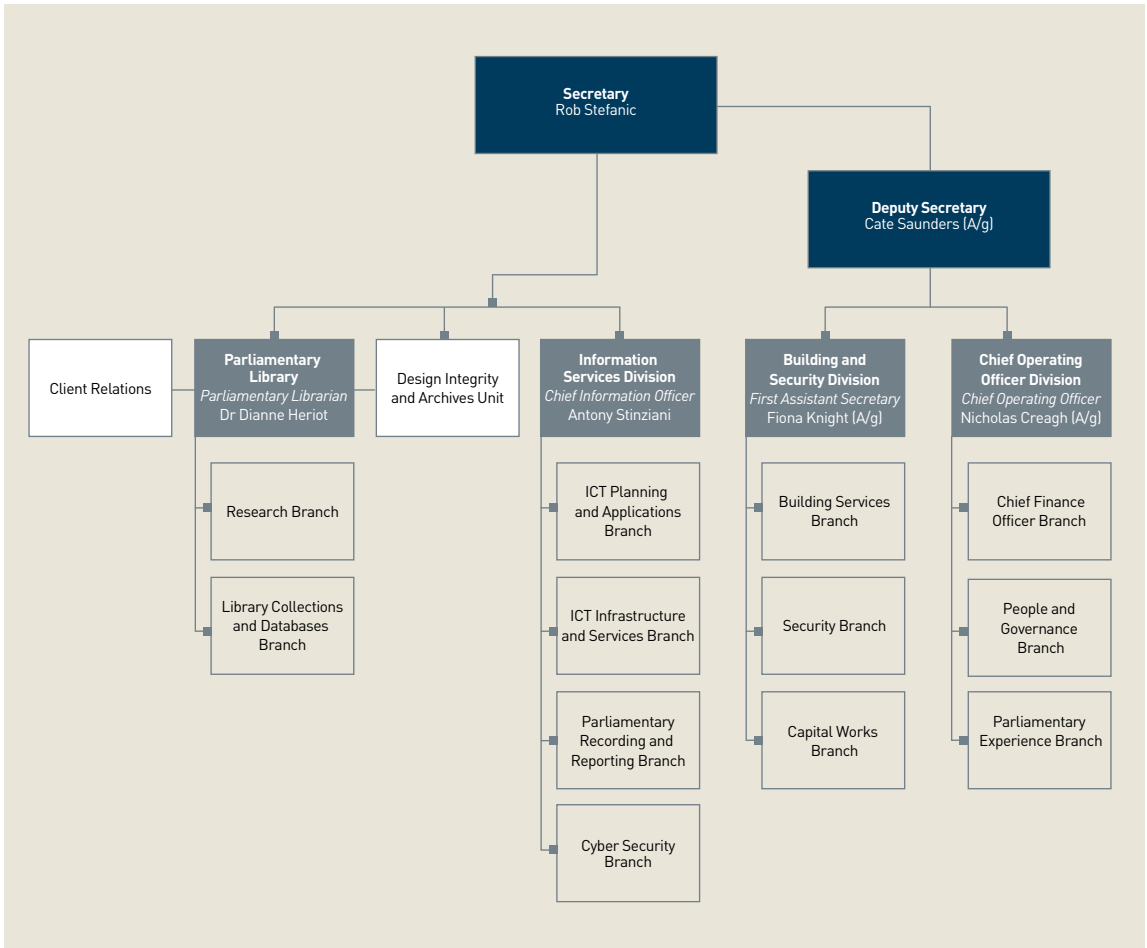
INFORMATION SERVICES DIVISION

The Information Services Division (ISD) of DPS is the primary provider and broker of ICT services for the Parliament. ISD manages the ICT infrastructure, support and delivery of a range of information, telecommunication and broadcasting services to Parliament House, federal electorate offices, Commonwealth Parliament Offices, the public and users of the Parliament of Australia website.

ISD developed the *Australian Parliament Digital Strategy 2019–2022* (the Digital Strategy), which sets the direction for technology, workforce and ICT investment decisions.

The previous ICT Strategy delivered service improvements across the areas of infrastructure, major projects, service delivery, architecture, security, Hansard and broadcasting. The new Digital Strategy is shaped by four strategic themes:

- manage information as a strategic asset
- innovative digital content delivery and publishing
- anywhere, anytime, anyhow, and
- shaping how we work together.

The Digital Strategy is underpinned by a series of roadmaps, which will provide a forward plan for investment in future years.

ICT Planning and Applications Branch

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

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

- Enterprise Architecture, and
- ICT Project Management Office.

ICT Infrastructure and Services Branch

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

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

- ICT Network Operations
- ICT Support Services (2020 Service Desk, ICT Training, ParlICT for parliamentarians, second level support)
- ICT Infrastructure Operations, and
- Web and Mobile Applications.

Parliamentary Recording and Reporting Branch

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

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

* Hansard
* Parliamentary Broadcasting, including Broadcasting Infrastructure Support, and
* Enterprise Information Management.

Cyber Security Branch

The Cyber Security Branch (established in 2018–19) is responsible for managing all aspects of predicting, detecting, protecting against and responding to cyber threats. The branch mandate is to protect parliamentary ICT systems and data against unauthorised access or compromise. The branch provides strategy and direction for continual improvement and evolution of cyber and information security in an evolving threat environment.

The branch is made up of four sections which report to the Assistant Secretary (Chief Information Security Officer):

* Capability Development and Delivery
* ICT Security Operations
* Identity and Access Management, and
* Governance, Risk and Compliance.

BUILDING AND SECURITY DIVISION

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

The Australian Parliament House complex occupies a 35-hectare site, comprises approximately 4,700 rooms across four levels, and has a total floor area of more than 267,000 square metres. The building contains more than 100,000 maintainable assets, including plant, fixtures, fittings, furniture and operating equipment, all of which are maintained by the division.

Building Services Branch

The Building Services Branch is responsible for: building maintenance and logistics, landscape services, building information and building maintenance contracts, furniture, strategic accommodation and office fit-outs, and strategic asset management.

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

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

Security Branch

The Security Branch is responsible for the provision of security services, including daily operational security, policy management, building security, parking services, visitor access, security risk management, departmental security vetting, internal security training, and emergency management. The Security Branch works in partnership with the Australian Federal Police to ensure the safety and security of Parliament House occupants and visitors.

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

- Security Operations (responsible for the Parliamentary Security Service),
- Security Systems, and
- Security Policy and Governance.

Capital Works Branch

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

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

- Project Coordination, and
- Program Delivery.

CHIEF OPERATING OFFICER DIVISION

In 2018–19 the Chief Operating Officer Division comprised the Chief Finance Officer Branch, the People and Governance Branch, and the Parliamentary Experience Branch.

The division provides advice and services to DPS on governance, strategy, finance, procurement, and human resources. This ensures that DPS complies with its responsibilities under the PS Act, the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and a range of other legislative obligations, including human resources-related legislation. The division also provides visitor programs, catering and events services, art services, legal services, risk and auditing services, planning and performance reporting and manages licences and contracts for building occupants.

Chief Finance Officer Branch

The Chief Finance Officer Branch provides financial services, corporate systems and payroll related services to the department.

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

- Financial and Assets Accounting
- Corporate Business Operations Centre
- Management Accounting
- Procurement and Contract Management, and
- Corporate Systems and Central Rosters Unit.

People and Governance Branch

The People and Governance Branch provide objective timely and quality human resource, legal, governance and strategic advice and support services to ensure compliance and service delivery.

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

- Organisational Capability and Culture
- Wellbeing and Performance
- Legal Services, and
- Corporate Governance.

Parliamentary Experience Branch

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

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

• Art Collection and Exhibitions

• Contracts and Licences

• Visitor Experience, and

• APH Catering and Events.

DESIGN INTEGRITY AND ARCHIVES UNIT

The Design Integrity and Archives Unit works collaboratively with colleagues from the earliest concept stage of capital works or maintenance projects and throughout the projects' life regarding design integrity matters. The Unit also facilitates liaison between the department and the moral rights administrators of principal Australian Parliament House architect, the late Romaldo Giurgola AO LFRAIA AIA, regarding design intent questions.

The unit is managed by the Parliamentary Librarian as an additional duty and reports to the Secretary.

SENIOR EXECUTIVES AS AT 30 JUNE 2019

Secretary, Rob Stefanic

Mr Rob Stefanic was appointed Secretary of DPS in December 2015 after 19 years in the parliamentary service at the NSW Parliament. As head of the NSW Department of Parliamentary Services for over four and a half years, he implemented service reforms and oversaw a major program of capital works. Prior to this, he served as Chief Information Officer for the department, overseeing the delivery of ICT, library, archival and Hansard services to the NSW Parliament.

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

Mr Stefanic has been a Director on the Board of the Canberra Convention Bureau since April 2016 and Treasurer from March 2019. In December 2018 he was appointed Chair of the National Capital Education Tourism Project Stakeholder Council and in February 2019 joined the Canberra Region Tourism Leaders Forum.

Parliamentary Librarian, Dr Dianne Heriot

Dr Dianne Heriot was appointed as Parliamentary Librarian in May 2012, and subsequently appointed for a second term in May 2017. Prior to that, she was Assistant Secretary of the Research Branch of the Parliamentary Library.

Dr Heriot has many years' experience in senior management positions in the Australian Public Service including in the Attorney-General's Department and the Department of the Prime Minister and Cabinet. She has a Bachelor of Arts (Hons), Master of Arts (Medieval Studies) and Doctor of Philosophy in Literature.

Acting Deputy Secretary, Cate Saunders

Ms Cate Saunders was appointed as Acting Deputy Secretary in March 2019, after serving as the Chief Operating Officer from December 2017.

Before joining DPS, Ms Saunders was head of the People and Culture Branch at the Civil Aviation Safety Authority and prior to this she was Chief Operating Officer at the Australian Pesticides and Veterinary Medicines Authority.

Over an eight year period, Ms Saunders held a number of senior positions with the Australian Federal Police. Prior to joining the Australian Public Service in 2000, Ms Saunders worked in the private sector for Coopers and Lybrand and Ernst & Young.

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

Chief Information Officer, Antony Stinziani

Mr Antony Stinziani is the Chief Information Officer and is responsible for the implementation of the *Australian Parliament Digital Strategy 2019–2022*, which includes all ICT services across the Parliament and electorate offices.

Mr Stinziani has over 25 years of experience in government ICT and leadership with a focus on strategic alignment and transformation of ICT. He is involved in numerous ICT executive and policy committees across the government, university and industry sectors.

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

Acting First Assistant Secretary, Fiona Knight

Ms Fiona Knight was appointed in January 2017 as Assistant Secretary, Building Services Branch. Ms Knight has more than 30 years experience working in the Public Sector.

Ms Knight's work experience spans the delivery of numerous and diverse government programs, including the leadership and management of several hundred geographically-dispersed employees, corporate services and a large government property portfolio.

Ms Knight holds an Executive Master of Public Administration and a Graduate Diploma in Compliance.

From 1 July 2018 until 5 April 2019 the position of First Assistant Secretary was held by Mr Paul Cooper.

Acting Chief Operating Officer, Nicholas Creagh

Mr Nicholas Creagh was appointed to Acting Chief Operating Officer in March 2019 after serving as the Chief Finance Officer for DPS from September 2015.

Mr Creagh previously worked at the Treasury, where he worked on the Budget, provided implementation advice on a range of policies and was responsible for the preparation of the Treasury's financial statements. Mr Creagh has extensive Commonwealth accounting experience and is a qualified Certified Practicing Accountant.

From 1 July 2018 until 18 March 2019 the position of Chief Operating Officer was held by Ms Cate Saunders.

PERFORMANCE

3

ACTIVITIES AND ACHIEVEMENTS

In 2018–19 DPS implemented or progressed a number of innovations to better support the work of the Parliament, parliamentarians and the public. Below are some specific achievements, tied to the strategic themes and objectives articulated in our Corporate Plan.

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

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

- Print capabilities were significantly upgraded in Electorate Offices with the rollout of 256 large multi-function devices and 101 printers.
- The Cyber Security Operations Centre was established to improve the analysis of threat intelligence and the detection and response to emerging cyber threats.
- We conducted comprehensive face to face cyber security awareness briefings for parliamentary staff, attracting over 400 participants over two days. The briefings were complemented by online cyber awareness e-learning modules and recorded webinars to accommodate staff with shift or flexible working arrangements.
- A new offsite data centre was commissioned to enhance the resilience of the parliamentary ICT environment in the event of disruption to IT infrastructure at Parliament House.
- Migration of virtual desktop services to new ICT infrastructure provided users with more flexibility to access information.
- Implemented a SAP analytics cloud to enhance financial planning, analysis and reporting.
- Established the Corporate Business Operations Centre (CBOC) in readiness to offer future core corporate transactional (financial and payroll) services to other parliamentary service departments. CBOC is building the capability to offer efficient processing of high volume standardised activities and the consolidation of information and transactions.
- Restructure of human resource functions to ensure organisational capability, culture, employee wellbeing and performance reflect contemporary human resource practice.
- We developed action plans and conducted focus groups for staff to better understand the drivers of workplace engagement and culture. We also implemented new training programs focused on the professional behavioral requirements for working in the parliamentary service, maintaining a healthy organisational culture and strengthening the DPS commitment to improving Aboriginal and Torres Strait Islander participation.

- Additional performance measures were developed for inclusion in the 2019–20 Corporate Plan, to ensure that relevant aspects of DPS' performance are measured and reported. The additional performance measures relate to catering, Hansard and broadcasting. Performance against these will be reported in the 2019–20 Annual Performance Statements.

- Parliament House Catering and Events achieved full Hazard Analysis and Critical Control Points certification, meeting industry food safety best practice principles.

- Parliament House Catering and Events supported 590 events that were attended by 47,580 people (see Table 3).

TABLE 3: Total number of meals/beverages served at Parliament House

Area	F/Y 2017–18 (75 sitting days)	F/Y 2018–19 (46 sitting days)	2019 compared to 2018
Functions and House Services			
Number of people attending	97,717	47,580	-51%
Members and Guest's Dining Room			
Number of people attending	6,320	4,755	-25%
Members Club			
Number of people attending	866	407	-53%
Staff Dining Room			
Number of transactions	276,303	254,680	-8%
Queen's Terrace Cafe			
Number of transactions	98,208	103,013	5%
Schools Hospitality			
Number of people attending	96,575	96,647	0%
Coffee Cart			
Number of transactions	64,750	83,086	28%

Flag pole (Auspic)

Maintaining Parliament's iconic flag pole

The flag pole atop Australia's Parliament House is an iconic element of the building's design. Measuring 12.8 metres by 6.4 metres, the flag itself floats at 81 metres above the deck and the entire structure weighs around 220 tonnes. Not surprisingly it counts among some of the largest stainless steel structures in the world.

Care and maintenance of such a large and complex structure requires specialist skills and training. External factors such as weather, ultra violet rays and corrosion slowly break down components of the structure. The Mechanical Services team ascend the pole for maintenance inspections four times a year, to check the winching system for damage and wear. This year we successfully completed a re-roping of the flag raising mechanism. The rope is a combination of steel wire spliced into a polyethylene (plastic-like material) rope. A total of 60 metres of polyethylene rope and 166 metres of streel cable are used. Fortunately, re-roping only needs to be done every 10 years because each time specialist equipment needs to be brought in to carefully join the two different types of materials.

Safety for people working on the flag pole is a priority and is also a specialist area. In April 2019, the Mechanical Services team together with ACT Fire and Rescue coordinated a test climb of the South Eastern flag pole leg to check we would be ready in the event of a real-time incident during a flag change.

ACT Fire and Rescue were able to get first-hand understanding of the actual conditions on site and to test their climbing safety equipment—which was purpose built to DPS specifications. The equipment and procedures worked effectively, and both DPS and ACT Fire and Rescue now have a clearer understanding of their respective roles and responsibilities in the event of an actual incident.

DPS Secretary presenting to new parliamentarians (Auspic)

Streamlining ICT for new Parliamentarians

DPS provides ICT support services to over 4,100 clients in both Parliament House and electorate offices around the country. It's a demanding and complex job year-round but never more so than during, and shortly after, an election period when preparations are in full swing and services are in high demand.

In the lead-up to the 2019 election, ICT staff considered a range of innovations to better support new parliamentarians and their staff. The team committed to transitioning the ICT on-boarding process from paper-based to digital, with the aim of making the process a better experience and more efficient for parliamentarians. New parliamentarians are inundated with information and paper based forms from a variety of departments, at the same time their attention is also required in many other directions. Paper forms are easily lost or misplaced, which can impact on parliamentarians accessing ICT equipment and services in a timely manner.

A collaborative approach across divisions ensured work previously undertaken was used to full advantage to deliver the new on-boarding capability. For example, existing functionality managed by the Cyber Security team was used to provide digital acceptance of the parliamentary computing network terms and conditions providing efficient access to the new on-boarding form.

The new online process not only merged various paper forms for ICT services but also allowed parliamentarians to promptly delegate authority to a member of their staff to manage computer accounts on behalf of their office, thereby immediately reducing the administrative burden on the parliamentarian. Parliamentarians were also able to initiate the issue of a building security pass through the new on-boarding process.

The initiative also meant information flows were automated and DPS teams could work faster and smarter, while providing a premium client service.

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

- An e-learning service was launched for parliamentarians and their staff providing access to just-in-time training on a range of topics from ICT to business focused skills development. The service provides training and development opportunities to all electorate offices, comprising of approximately 180,000 instructional videos and 6,000 technical, software and business-related courses, to help staff gain new skills on demand. The suite provides greater opportunities for rural and remote staff to access training services without the cost of travelling to metropolitan areas.

- A new operating system and cloud-based productivity suite was piloted successfully at several parliamentarians' offices. The new tools offer parliamentarians' offices significant new, secure capabilities in collaboration and mobility.

- In consultation with our parliamentary service colleagues, a number of website enhancements were implemented which significantly improved the Parliament's business workflow and engagement with the public.

- 2,751 PCs, laptops, mobile devices, multi-function devices and printers were installed or updated across the Parliament and electorate offices.

- Paging system infrastructure was updated within the ParlICT portal, providing a more responsive and user friendly way for parliamentarians and their staff to access their ICT resources.

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

- The Library performed very strongly against all its performance measures (as set out in the Library Resource Agreement).

- Services were used by every parliamentarian.

- 385 research publications were released and over 10,000 client requests answered.

- A major focus of the Library's work was supporting new senators and members in the 45th and 46th Parliament, and preparing publications ahead of the 46th Parliament.

- The Library continued its strong focus on increasing digital access and services, completing the digitisation of the Parliamentary Papers Series (1901–2012).

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

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

- Our Parliament House Facebook account experienced an increase of 1,693 followers in 2018–19 outstripping last year's increase of 1,416 followers, as we expanded our management of this platform.

- The Parliament House Art Collection partnered with the Canberra Museum and Art Gallery and the National Archives of Australia to present a major exhibition Crafting the House on the Hill which featured more than 150 objects from the collection illustrating the role the commissioned Parliament House Art/Craft Program plays in conveying the historical, cultural and political context of Parliament House. Other exhibition partners during the year included the Australian Institute of Aboriginal and Torres Strait Islanders Studies, the Print Council of Australia, the Australian National Veterans Art Museum, the Department of Veterans' Affairs and the Delegation of the European Union in Australia.

- The Enlighten Festival in March 2019 saw Parliament House illuminated with a number of works inspired by the Parliament House Art Collection. The Enlighten program also included a sold out degustation dinner event in the Members and Guests Dining Room, and for the first time, we hosted a free public event on the lawns of Parliament House to watch the Enlighten fireworks finale.

- We delivered a year-long program of events, exhibitions and public programs attended by more than 14,000 participants. As part of our program we specifically designed seasonal tours and activations like the Spring Glory garden tours and Spring high teas in one of the courtyards.

- We participated in joint cultural institution initiatives including the free Culture Loop bus service and the In Canberra initiative with Visit Canberra—a celebration of the cultural holdings of Australia, held in Canberra.

- The Parliament Shop continued its growth in product range and revenue, including product collaborations in conjunction with temporary exhibitions. This was due to the introduction of new, quality product lines and special events, including book signings with parliamentarians and guest appearances by popular authors including Annabel Crabb and Kerry O'Brien.

Open Day visitors checking out Lego Parliament House (Auspic)

Celebrating 30 years of the People's House

In 2018, Parliament House celebrated 30 years since Her Majesty Queen Elizabeth II officially opened the permanent home of the Australian Parliament on 9 May 1988.

Over the ensuing decades, Parliament House has rightly taken its place as an international symbol of our democratic way of life, welcomed millions of visitors across its thresholds, and played host to nation-shaping moments.

This milestone was aptly marked with a year-long calendar of public events, culminating in a community Open Day on Saturday 6 October 2018 which was attended by more than 8,000 people.

Visitors were able to walk the floors of the chambers, and to get a first-hand look into the Prime Minister's Office and courtyard, as well as the Cabinet and press conference rooms.

Live indoor and outdoor performances and delicious food by APH Catering and Events kept the crowds entertained and well fed. For younger visitors, DPS launched an all new children's discovery trail and unveiled the spectacular new addition to the Parliament House Art Collection, LEGO Parliament House. Made of 152,690 bricks and put together by Ryan 'The Brickman' McNaught, this work which took 750 hours to design and build is on permanent display in our schools' education area.

Parliamentary Services staff showcased the wide range of skills and trades we have in-house offering the public a unique insight into what goes on behind the scenes to keep Australia's Parliament House running smoothly and looking good.

Festivities spilled onto the forecourt and beyond, with yoga on the lawn, demonstrations by the well-trained Australian Federal Police K9 Unit, and an impressive aerial display from the Royal Australian Air Force Roulettes.

Partnering with Government House, which also held its annual Open Day on 6 October, a free bus service ferried people between the city, Floriade, Parliament House and Government House.

Poppy display on the Forecourt of Parliament House (Auspic)

Poppies at Parliament House

On the eve of Remembrance Day, 10 November 2018, a beam of light was projected from the Australian War Memorial's parapet to Australian Parliament House. The beam of light symbolised the deep connection between our political freedoms, and the men and women who serve to protect those freedoms in war and peace-keeping operations.

Hundreds of thousands of knitted, crocheted and felted poppies—hand-crafted by people from Australia and around the world—were displayed on the Forecourt and in the Marble Foyer at Parliament House to commemorate the Centenary of the end of the First World War.

The Parliament House poppy display complemented a display at the Australian War Memorial, where 62,000 poppies were 'planted' on the lawns, one for each Australian life lost in the First World War.

The poppies were the centrepiece of a program of activities at Parliament House to commemorate the Centenary of the Armistice on the Western Front, and the end of the five-year commemoration of the Centenary of Anzac.

Two art exhibitions were curated specially for the events. The Lest We Forget display in the Presiding Officers' Exhibition Area showcased contemporary artworks acquired over the past four years to commemorate the Centenary of Anzac.

A second exhibition From War was displayed on the outer walls of the Great Hall and included artwork by veterans as well as works from the Parliament House Art Collection and from the Australian National Veterans Art Museum.

This program of activities was delivered by DPS in partnership with Lynn Berry from 5000 Poppies, Phillip Johnson Landscapes, and was supported by the European Union Delegation to Australia and the Department of Veterans' Affairs.

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

- An electronic voting platform was developed for digital recording of votes on the floor of the House of Representatives. E-voting allows vote data to be shared instantly and reused by other systems, complementing broader work in IT to build a common data access platform, to improve timeliness, availability and accuracy of Parliament's data holdings. The division tallying recording system of this platform was successfully launched and used in the House of Representatives.

- We broadcast major events such as the Prorogation of the 45th Parliament and state visits from the Prime Minister of the Solomon Islands and the Prime Minister of the Republic of Vanuatu.

- We recorded over 3,000 hours of parliamentary proceedings and produced over 41,000 pages of Hansard transcript.

- Following the successful integration of the live captioning service with Hansard's transcription services, additional integration was achieved using automatic speech recognition, further realising investment in quality assurance measures and mitigating the impact of increased committee activity on service standards.

Objective: Champion opportunities for parliamentary strengthening.

- Tours of the building were conducted for ministers, parliamentarians and special delegations from many nations including Cambodia, Dominican Republic, Fiji, India, Indonesia, Turkey, Tuvalu and Uganda.

- We provided event management, catering, security and other services to support the Protocol and International Visits Division in the Department of the Prime Minister and Cabinet in its delivery of three guest of government visits to Parliament House.

Effective stewardship of Australian Parliament House (Strategic theme 3)

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

- Liaison with Ms Berg and Mr Guida, as the joint administrators of principal Parliament House architect, Romaldo Giurgola's moral rights, continued during this year. The Design Integrity and Archives Unit facilitated discussions between Ms Berg and Mr Guida and departmental staff on a range of important projects, including accessibility issues, kitchens upgrades, information and telecommunications matters and the design intent of fabrics and carpet used in Australian Parliament House.

- In consultation with the moral rights administrators we replaced motorised venetian blinds with aluminium louvres to improve performance and reduce future maintenance costs in the light wells around the Senate Chamber.

- During 2018–19 we engaged the original design team to provide advice about a lighting strategy to improve energy efficiency and provide input into the wider implications that lighting may have on the architecture of the building. The work will present an opportunity to rectify specifications where the intent had not originally been achieved.

- A new Management of Design Integrity Framework was launched internally which included process maps that introduced decision points in capital works process that enhanced both meaningful moral rights administration and collaboration with original design team members.

- For the 2018 Open Day, as part of the 30th anniversary celebrations for Parliament House, the Design Integrity and Archives Unit collaborated with Ms Berg to produce a revised edition of the publication *Interwoven: The Commissioned Art and Craft for Parliament House.*

- A project is underway to source, preserve and digitise documentation (including images, reports and audiovisual files) of the original design and construction of Parliament House. Since its inception in late 2016–17, to date over 2,700 items have been digitised and over 1,200 records catalogued.

- The Design Integrity and Archives Unit initiated a research conservation project with the University of Canberra into storage solutions for original carpet samples to ensure that these samples are maintained appropriately for the life of the building

- Our Architectural Historian and design integrity officers have researched and provided design intent advice on a range of matters, including:
  - the procurement of replacement textiles which are consistent with the original Parliament House carpets, leathers and fabrics
  - re-establishing central registers for carpets, leathers and fabrics
  - various capital works projects, and
  - information used for exhibitions.

Stingless native bees (Auspic)

## Stingless native bees come to Parliament House

Expanding our bee initiative, we installed a new native bee hive in September 2018 which was launched during Open Day 2018 in the Speaker's Courtyard by the Speaker, the Hon Tony Smith MP. At 3–5mm, these tiny new-comers have settled in well to their new specially-built native bee hives—an Australian invention— which were generously given to Parliament House by the founders of Hive Haven to support the initiative. They join four other bee hives introduced to Parliament House in March 2017 in collaboration with ANU Apiculture Society and Mr Cormac Farrell from Aurecon.

Australia has 11 species of stingless native bees, mostly confined to tropical regions of the country. Aboriginal and Torres Strait Islander people have used native honey as a medicine and food source for thousands of years. The bees make a substance called cerumen, better known as propolis or 'bee glue' which is still used today to mould the mouth piece of digeridoos.

Thriving in our low pesticide use gardens, our regular bees have generated over 100kgs of honey product across three harvests—including comb, wax and 40kgs of honey. Parliament House honey products were sold in The Parliament Shop, used as 'hero' ingredients by the APH Catering team, and given as official gifts.

Our new native bee hive will produce up to 1kg of honey a year—making stingless native honey and cerumen among the rarest natural products in the world.

Parliament House took part in World Bee Day celebrations on Saturday 19 May 2019. Co-hosted by the Slovenian and Swedish Embassies, the event was held in the Great Hall and drew a large crowd of more than 700 people. Beekeepers, scientists, embassy staff and bee-enthusiasts alike gathered to talk about all things bee-related—particularly the importance of bees to our environment and ongoing global food security.
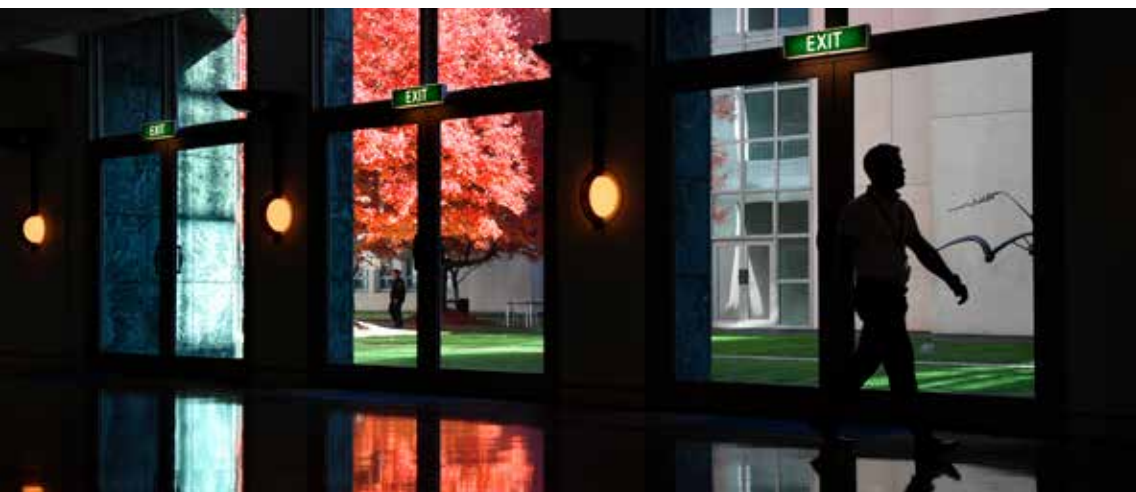
Parliament House (Auspic)

Architect's Design Intent for Parliament House, Canberra: Central Reference Document

In late 2018, Ms Pamille Berg AO Hon FRAIA, supported by the Design Integrity and Archives Unit (DIAU), completed the first revision of the *Architect's Design Intent for Parliament House, Canberra: Central Reference Document* (CRD). The remaining 11 of 31 draft chapters, like the other draft chapters, are now complete and augmented with illustrations, footnotes and references to original source material. This has been a major undertaking as the source material was not in one location or found in a single set of documents.

When the original CRD project ceased in 2004–05, it was incomplete with several chapters yet to be written. These chapters were to address, among other things, the connection of the architects' design with Walter Burley and Marion Griffin's plan for Canberra, how symbolism and geometry are incorporated in Parliament House, and the design intent of spaces such as the Party Rooms. In early 2019, Ms Berg began drafting seven new chapters in collaboration with architect Mr Harold Guida LFRAIA AIA (member of the original Parliament House design team and joint administrator with Ms Berg of the moral rights of the late Mr Romaldo Giurgola AO LFRAIA FAIA, principal architect of Parliament House). The additional material will be completed in 2019–20.

This work is being overseen by a steering group chaired by the Secretary and includes the Clerks of both Houses and the Parliamentary Librarian. In reviewing the revised drafts, the committee has noted the completely objective use of the original sources to substantiate the architects' thinking. They also noted that the CRD confirms what was required by the Parliament and the design intent at the time Parliament House was created and avoids presenting a revisionist point of view.

Once the CRD is finalised, DPS will produce it in e-book form for use by DPS staff in their daily work of maintaining Parliament House's design integrity, as well as making it accessible for all interested users of the parliamentary computing network. It will be a valuable future resource that will facilitate appropriate management of the building integrity for many decades to come.

Objective: Ensure a secure environment while maintaining public accessibility.

- In 2018–19, Parliamentary Security Service officers screened 746,844 people entering Parliament House and more than 9,500 people on Budget Day, 2 April 2019.

- We completed security improvements to skylights, window glazing and framing treatments around the building and enhanced security features at the public interface on level one.

- Works progressed on security improvements to the public entrance and the Senate and House of Representatives entrances, with these facilities nearing completion after delays caused by a sub-contractor engaged by the managing contractor.

- We established the Parliamentary Cyber Security Operations Centre, significantly enhancing the parliament's capability in detecting and responding to sophisticated cyber threats.

- We have ongoing partnerships with the 5P parliamentary alliance of Canada, United States, United Kingdom, New Zealand and Australia to share threat intelligence and best practice in cyber security in the parliamentary context.

- The Cyber Security Branch finalised the Identity Access Management Project improving and streamlining the way secure management of access to parliamentary resources is provided. The first stage of the network segmentation project was completed and improves resilience of the network to limit the impact of any potential cyber attack. Work continued on the Information Security Manual controls and Protective Security Policy Framework information security elements, to enhance whole-of-government compliance including improvements in cyber hygiene and resilience across the network.

- To improve staff knowledge and skills in dealing with cyber threats, the Cyber Security Branch delivered cyber security awareness training for parliamentarians and staff, and introduced online learning and enhanced support.

- Security Branch delivered training presentations on security awareness to assist DPS staff in understanding their responsibilities as parliamentary employees. This ongoing mandatory training is delivered to ensure appropriate levels of security and safety is maintained at Parliament House.

Objective: Effectively manage all assets within Parliament House including collections.

- In November 2018, DPS commenced management of House of Representatives' Status B 'Global' furniture assets. DPS now manages around 14,500 individual furniture items including all Status A 'Commissioned' and Status B 'Global' furniture collections. We completed Radio Frequency Identification (RFID) tagging to the Parliament House Furniture Collection in March 2019. The consolidation of Collection ownership and RFID tagging allows for more efficient furniture conservation across the Parliament.

- We developed the foundation documents of an improved Strategic Asset Management Governance Framework, including a Strategic Asset Management Policy and Plan and commenced the development of Asset Class management plans. Each plan aligns with the requirements of ISO 55000 standards for assets managed by the Building Services Branch. When completed, the framework will prescribe how we manage our systems in an efficient and sustainable manner across their life cycle.

- We undertook a process to identify all key information assets and to carry out a risk assessment and control validation to determine the impact of loss of availability, integrity or confidentiality of these assets. This exercise generated key information for future risk planning across the department.

- As at 30 June 2019 we achieved our milestone of digitising 33 per cent of the Parliament House Art Collection. This project includes a full audit, condition check and RFID tagging of objects to ensure best practice in collection management and to preserve the collection for future generations. Progress to date includes the digitisation of over 2,000 individual works in the collection, condition checks for 1,840 works and 1,600 RFID tags applied. To facilitate the creation of an online public access catalogue, DPS has secured over 2,600 non-exclusive copyright licences to reproduce works from the collection.

- As part of the conservation program for the Parliament House Art Collection, staff from across DPS, including Art Collection and Exhibitions, Mechanical Services, Building Fabric Services, Logistics, Security and Broadcasting, worked together to remove and clean the 20 metre wide Great Hall Tapestry. The panels were lowered to the floor for the first time in 14 years, with DPS working with local conservation specialists, Art & Archival and student volunteers from the University of Canberra's Bachelor of Heritage, Museums and Conservation Program to complete the work. The tapestry was returned to display in time for the 2018 Open Day.

- The Parliament House Art Collection acquired 36 works of art, including 29 works for the Rotating Collection, accepted three gifts and completed two portraits for the Historic Memorials Collection—the Hon Linda Burney MP and His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd), Governor-General of the Commonwealth of Australia.

- In January 2019, DPS released the *Australian Parliamentary Digital Strategy 2019–2022*, setting the direction for technology, workforce and ICT investment decisions for the future delivery of digital services for the parliament. DPS is the primary ICT provider and this strategy was developed from our ongoing consultation and collaboration with parliamentary departments.

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

- We continued our renewal work to the building, with the excavation of soil and repairs to large planter boxes on the Members' Terrace. Further work will be undertaken in 2019–20 along with the replacement of roof glazing on two more link-ways. The selection of coloured replacement glass has involved consultation with moral rights administrators to ensure the architect's original intent for visual aesthetics.

- The cooling tower project was completed, which replaced end-of-life equipment and will improve energy management. Increased motorisation will reduce operator risk during maintenance and added redundancy pipework will allow for the implementation of a temporary cooling tower in the event of a failure.

- We continued using biological controls to avoid conventional chemical spraying in our gardens. Spraying of Elm trees at Parliament House with nematodes has significantly reduced the severity of elm leaf beetle attack. Other biological control methods are being trialled, such as using predatory wasps known as Thripobius to control greenhouse thrips on a variety of courtyard plants.

- We responded to 4,852 incoming calls for assistance to the DPS Maintenance Help Desk, including managing building services requests, responding to alarms, assigning rapid response trade staff and providing 24-hour system monitoring and response functions.

- A new cleaning contract was negotiated and implemented for Parliament House, incorporating internal, external and specialist cleaning. The new contract facilitates an enhanced cleaning regime and stronger performance monitoring provisions.

- We replaced ageing and end-of-life logistic transport vehicles to improve work safety and performance at the Loading Dock. The new fleet increases capability for the Logistics team to service Parliament. The new fleet is maintained by qualified DPS Mechanical Fitters to reduce ongoing maintenance costs and down time.

- We updated the Parliament House Site Book and DPS Standards for project documentation, which will assist contractors working at Parliament House, by providing them with easy to use operation and maintenance manuals and updated building drawings.

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

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

- We continue to upgrade the fire sprinkler system throughout the building, including replacing flow switches and installing new air relief valves.

- Final design and planning is in progress for replacement of the auxiliary power supply system which spans the entire building and supports safety systems in the event of a total mains power failure. This complex and potentially disruptive project will commence by the second quarter of 2019–20.

- The design and replacement project of new mechanical service switchboards is 25 per cent complete, replacing the first eight Mechanical Service switchboards located in the Senate and House of Representatives carparks.

- The boiler upgrade works project was completed in January 2019, with all six boilers replaced. The new boilers are smaller, use significantly less energy, and their improved performance means more stable internal building conditions.

- Electrical services upgrades are progressing, with eight major mechanical services switchboards replaced in 2018–19. The new lighting controls system commenced roll-out across the building and replacement of end-of-life distribution boards continues with 73 boards replaced, and plans to complete a further 775 boards replacements in 2019–20 and 2020–21.

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

- The new Parliamentary Security Management System and associated ICT network infrastructure is now in operation. This system streamlines processes for operators and is enhanced through the recently completed upgrades to related electronic security systems, including Closed Circuit Cameras (CCTV), key safes, alarm systems and the radio network.

- Physical security hardening works completed, include replacement of skylights over the Great Hall, Main Committee Room and Members Hall. Works to complete Senate, House of Representatives and the public entrances continue.

New security fencing at Parliament House (Auspic)

Security upgrades at Parliament House

Responding to Australia's heightened terrorist threat environment in September 2014 and following a review of security arrangements at Parliament House, a Parliament Security Taskforce was established and a Security Upgrade Implementation Plan was developed which recommended a program of projects to improve the physical security for the Parliament.

Installation of perimeter fencing, barriers, and delineation of restricted zones around the precinct and facades, have now been completed as part of these projects.

Designing and implementing such significant alterations to the Precinct was a complex collaborative process involving the Parliament, security and intelligence agencies, moral rights administrators and the National Capital Authority. Alterations to the building itself continue to enhance physical security requirements.

The final design solution maintains the overall composition of landscape treatments, such as open areas of irrigated grass, contained beds of shrub plantings, native trees in irrigated grass, and ornamental trees and plantings.

Lift contractor upgrading one of 42 lifts at Parliament House (Auspic)

Elevation at Parliament House

Over the past 30 years, the 42 elevators (lifts) at Parliament House have worked tirelessly to transport building occupants, visitors and goods from level to level. To maintain their reliability for another 30 years and beyond, the Capital Works Branch is overseeing a major upgrade program for all lifts. The upgrades incorporate replacement of mechanical infrastructure as well as refurbishment of lift cars.

Using upgraded mechanisms and more sophisticated technology than the original installation, the new lifts will use 30 per cent less energy and require less maintenance. Onboard technology will record how often and when each lift is used, giving DPS maintenance teams greater ability to schedule lift maintenance and to identify the best times to take a particular lift offline—minimising building occupant disruption.

On any given day during the upgrade there are around 12 contractors on-site working on up to five lifts around the building. One of the contractors working on the project is Anthony Caffry, a metalwork artisan responsible for meticulously restoring the bronze work inside the lift cars. Anthony spends more than 20 hours on restoration in each lift and he works between his Melbourne studio and in Parliament House—he can be seen at 3.00am polishing the bronze to a deep matte finish.

'It's a very labour intensive process to return the bronze work back to the architect's original intent, but the finish is well worth it.'

Anthony Caffry, Bronzeworks

The newly-polished bronze work, and the immaculate new timber panels and handrails restore the architect's original design intent for the lifts network. In June 2019 the project has completed 20 lift upgrades and is on track to finish the remaining lifts by late 2020.

ANNUAL PERFORMANCE STATEMENTS

Introductory statement

I, Rob Stefanic, as the accountable authority of the Department of Parliamentary Services, present the 2018–19 annual performance statements of the Department of Parliamentary Services, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, these annual performance statements accurately reflect the performance of the entity, and comply with section 39(2) of the PGPA Act.

Purpose

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

Analysis of performance against purpose

DPS has four strategic themes that provide the planning and performance framework against which DPS operates.

Enhance the Parliament's engagement with the community

Part of our purpose is to increase community engagement to showcase Australian democracy, and share the work, stories and collections within Parliament House. DPS achieves this through developing and implementing new visitor experiences including events, festivals, tours and digital/online programs. In 2018–19, we achieved six of our seven community engagement measures. This is a result of 86 per cent. A small increase in growth of visitation numbers is likely attributed to the increase in programs we are offering and our involvement in joint initiatives with cultural institutions such as the Culture Loop bus.

Respond to the changing needs of the Parliament

In 2018–19, a focus for DPS was to work in collaboration with the parliamentary departments to support the Parliament and parliamentarians through innovative, unified and client-focused services. This was particularly important during the 2019 federal election cycle. From the time of prorogation of the 45th Parliament, until new senators took their seats, DPS mobilised to assist with the exit and entry of parliamentarians. This work included restoration of suites (including deep clean, painting and furniture replacement), reclamation and reissue of artworks and IT equipment, transfer of data, the cancellation and issue of hundreds of security passes and induction tours. Business as usual services such as catering and events continued. DPS is pleased to have achieved nine of 11 performance measures, which is a result of 81 per cent.

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 is essential to safeguard the life of our iconic building. As outlined in the analysis for each performance criterion, a range of different factors contributed to only three of eight performance measures being achieved most notably, a more effective measure of engineering condition. In each area, work is underway to improve results against these criteria in 2019–20. For example, improvements in the engineering systems condition rating will be realised over the next five years, as packages of capital works are delivered within each system category. We also anticipate Security Key Performance Indicator (KPI) results will improve as we embed our in-house Parliamentary Security Service training package and strengthen our protective security culture. In 2018–19, DPS launched the Management of Design Integrity Framework. The framework outlines how we will manage projects for change, maintenance and repair activity, and is a major contributing factor in assuring effective stewardship of Parliament House for the future.

Effective delivery of the Australian Parliament House works program

DPS follows an annual cycle of programming capital works to address key infrastructure risks and accommodate the evolving requirements of building occupants. DPS building services are delivered around the parliamentary sitting calendar and the needs of a wide range of stakeholders. The 2019 federal election cycle provided further opportunity to undertake widespread interior building maintenance in short time frames. In 2018–19, DPS focused on being flexible while continuing to aim to achieve the required outcomes. As a result, good progress was made on capital works despite delays experienced with the entrance upgrades, which were beyond DPS' control. All four performance measures were achieved. This result of 100 per cent is an improvement on the 2017–18 result of 75 per cent. The significant work undertaken in the past 12 months and planned works over the coming years will ensure Parliament House remains a building of significance into the future.

While there have been a number of positive achievements in 2018–19, further work is required to strengthen our accountability and to improve the quality of service we provide. In 2019–20, DPS will focus on the appropriateness of our performance measures as an assessment of our goals and outcomes. We will achieve this by reviewing and improving the processes behind the performance criteria and by looking for ways to develop performance stories that include qualitative measurements.

Performance criterion 1— Visitor Experience

Enhance the Parliament's engagement with the community		
Performance Measure	**Target**	**Result**
1. Number of visitors	Number of participants equivalent or greater to the same period last year	Achieved
2. Number of virtual visitors		Achieved
3. Number of visitors for DPS school tours		Achieved
4. Number of participants to DPS organised tours and events		Not Achieved
5. % of visitor feedback indicating their visit met or exceeded expectations	85% satisfaction rating achieved	Achieved
6. % of school visitor feedback indicating their visit met or exceeded expectations		Achieved
7. % of participants attending DPS tours and events indicating their visit met or exceeded expectations		Achieved

Criterion Source: Program 1, 2018–19 Portfolio Budget Statement, p11

Methodology

Measure 1:

- Total magnetometer count, less passholders swipes, at the Parliament House Main Front Entry.

Measure 2:

- The number of users on the Parliament House website provided by Google Analytics.

Measure 3:

- A manual count of all students, teachers and accompanying adults to DPS school tours.
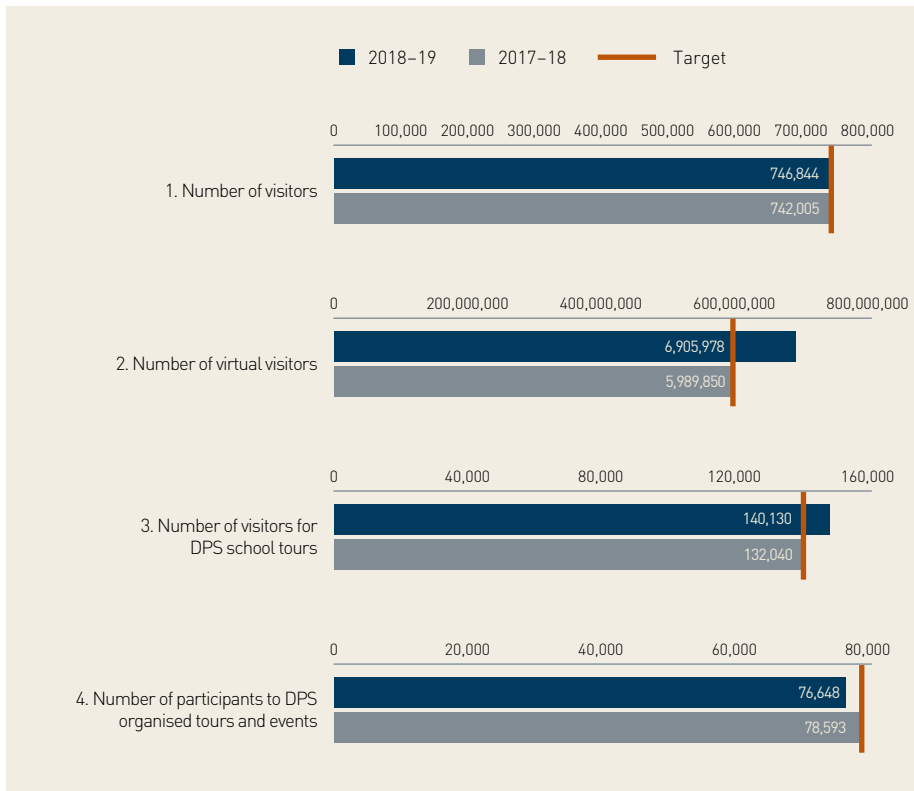
Measure 4:

- A manual count of all attendees to DPS organised tours and events.

Measure 5–7:

- The percentage of visitor feedback indicating the visit met or exceeded expectations measured on a scale of one to five, with scores of three or higher counting as 'satisfied'.

**FIGURE 3:** Visitor numbers

Analysis

DPS exceeded the visitor numbers target this year, welcoming a total of 746,844 visitors to our iconic building—on average over 2,000 visitors per day. As the custodian of Parliament House, the iconic symbol of Australian democracy, DPS strives to make Parliament House a highly rated destination for our citizens and international visitors alike. Visitation to Parliament House is affected by two main external factors—parliamentary activities and events in Canberra generally. The 2.5 per cent shortfall in the number of participants to DPS organised tours and events can be attributed to the federal election cycle, which saw a reduction in visitor numbers for an 11 week period from 18 April to 30 June 2019. Without the parliament sitting, many of the private tours that would normally be booked by parliamentarians' offices on behalf of their constituents and other private groups of citizens wishing to see parliament in action did not occur.

DPS continues to receive positive visitor feedback, both directly to staff and through visitor feedback cards, demonstrating the quality of our programs and customer service. This is supported by Parliament House ranking ninth out of the '254 things to do in Canberra' as of 1 July 2019. This ranking, by TripAdvisor, is based on the quantity and quality of visitor reviews. During 2018–19, Parliament House received the 2018 TripAdvisor Travellers' Choice and Certificate of Excellence awards. These results affirm the commitment of our visitor services staff to deliver a standard of service that enhances visitor experience and encourages others to visit.

TABLE 5: Highlights

Parliament House Open Day	Christmas comes to Parliament House	Centenary of the Armistice
• Celebrating the 30th Anniversary of Australian Parliament House. • Over 8,600 people attended. • Showcased many private areas of the building to the public, including the Presiding Officers' and Prime Minister's courtyards.	• Free public performances of Christmas carols performed by 10 school choirs and the Canberra Choral Society. • Giving tree in the Marble Foyer. • Funds were raised for the charities Drought Angels and the Australian Indigenous Education Foundation.	• A significant exhibition of poppies was displayed on the forecourt as part of the 5,000 Poppies Project, creating a visual link with the Australian War Memorial. • A dedicated program of events for children and young people saw more than 900 kids enjoy dedicated film screenings and school holiday workshops.

FIGURE 4: Visitor satisfaction
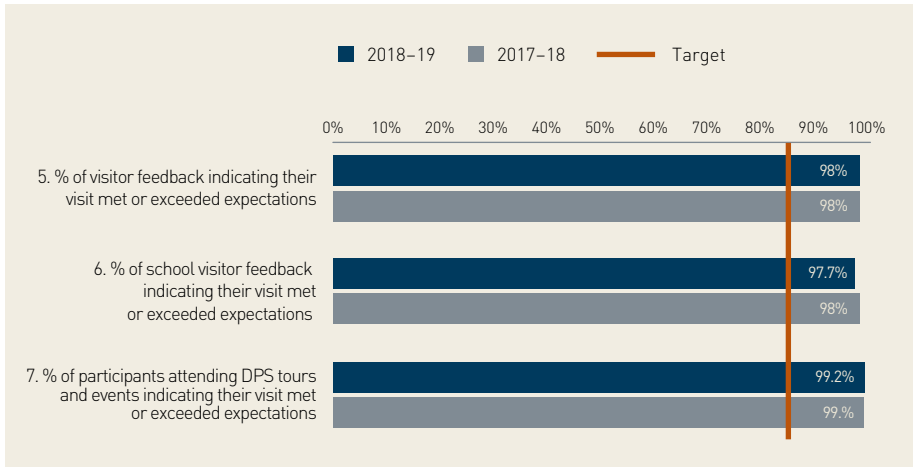
Visitor Service officers actively engage visitors with the work, stories and collections of Parliament House through the tour programs, including educational school tours available to all primary and secondary Australian schools.

> 'This is a fantastic program that the children are able to experience. It is fantastic to put all of their prior knowledge and learning into practice. The children were very interested and engaged.'

> 'Very enjoyable and will give me an insight into my Civics and Citizenship project at school, amazing to visit places which our country's leaders visit on a regular basis.'

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

> 'Guided tour with Kylie was amazing. Everybody went above and beyond to ensure I didn't miss anything. The staff were so thoughtful—an absolute asset.'

> 'Very good tour by Rebecca and it was a good experience to uncover the history and stories behind this magnificent building.'

Behind the Scenes Tours are offered three times a day to give visitors an exclusive chance to visit some of the private spaces of Parliament House. Visitors have the opportunity to hear of the events that have shaped Australia and Parliament House. Visitors Services continue to conduct tours year round for Ministers, parliamentarians and international delegations from around the world.

> *'It was a brilliant showcase of Australian democracy.'*

A focus for DPS for 2018–19 was to discover and create new ways for our visitors to experience Parliament House. The seasonal *Spring Courtyard Tours* were held in September and October 2018, focused on the hidden courtyards and landscapes of Parliament House. These tours highlighted the courtyards on the Senate and House of Representatives sides of the building. They also featured the springtime foliage of the large and small trees, including the amazing Mount Fuji flowering cherry trees. Proving popular with locals, many returned from previous years to rediscover the beauty of these spaces.

> *'The tour guide Stephen was excellent, very interesting anecdotal history and his very pleasant manner made the Garden Tour great.'*

> *'Spring Courtyard Tour—Marie was an excellent guide. The experience was wonderful. Please keep the tours going.'*

The new *Indigenous Experiences of Parliament House Tour* was presented for the first time in 2019. This tour was created in consultation with local Indigenous communities. The tour explores and highlights the very important connections relating to Indigenous experiences and Indigenous peoples within the Australian democratic process.

> *'A fantastic rich coverage of Aboriginal connections to this land and Parliament.'*

During the DesignCanberra Festival, Parliament House hosted the popular *Geometry of Democracy Tours*, offering a rare opportunity to explore behind the scenes the geometric, architectural and landscape design of the precinct. Over six days, Parliament House was a key destination for this event.

Orientation Tours for building occupants were also conducted throughout 2018–19. Tailored tours are conducted in both sitting and non-sitting weeks to allow all building occupants to learn about Parliament House and the myriad of places and spaces that are important to working in this iconic building.

Performance criterion 2—Catering and Events

TABLE 6: Performance criterion 2—Catering and Events

Respond to the changing needs of the Parliament		
Performance Measure	**Target**	**Result**
8. Number of services provided to members and senators[6]	3,524	Achieved
9. Number of catering transactions[7]	415,514	Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p29

FIGURE 5: Number of services provided
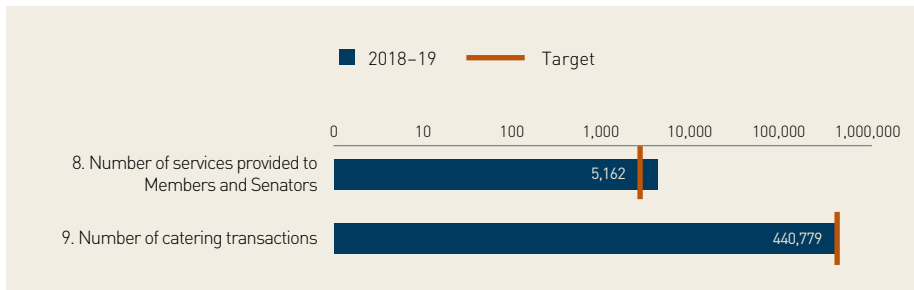
Methodology

Measure 8:

- To track services provided to parliamentarians, Australian Parliament House Catering and Events counts:
  1) Each DPS supported event held by a parliamentarian
  2) Each room service order
  3) Every catered meeting held by a parliamentarian, and
  4) Every transaction for parliamentarians and their guests in the Members and Guests Dining Room.

Measure 9:

- Australian Parliament House Catering and Events tracks all transactions from food and beverage outlets, excluding non-food and beverage items.

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6   This is a new performance measure in 2018–19.

7   This is a new performance measure in 2018–19.

Analysis

This was the first full reporting cycle since DPS consolidated catering in-house in December 2017. DPS achieved the performance targets despite the 2019 federal election cycle, which had the result of fewer people working in and visiting the building. The recorded number of catering services averages at 1,211 transactions per day, including weekends and public holidays. Tracking service satisfaction is supplemented by the feedback obtained through the Annual Building Occupant Satisfaction Survey, which recorded a satisfaction rating of 93.4 per cent for Food and Beverage/Catering services for 2018–19. This is a further increase of 2.2 per cent compared to 2017–18 and a total increase of 5.1 per cent compared to 2016–17.

In line with the transition to in-house catering, DPS has implemented a 'Service First Culture'. This means DPS actively seeks and manages feedback for continuous improvement and to flexibly adjust our service delivery. In 2018–19, DPS received 496 instances of feedback for our retail venues and events, of which 91 per cent was positive. DPS business practices and menu items are frequently reviewed to ensure quality and cost effectiveness is achieved in line with the guiding principles: to deliver quality and value; to provide a choice of dining options; to support parliamentarians' use of event space for parliamentary duties; to position Parliament House as a destination of choice; and to offer competitive event management services.

TABLE 7: Highlights

Kitchen refurbishment project	Enlighten festival	High tea
• Commenced refresh of kitchen infrastructure and service areas across all outlets—completion due 2020. • Full Hazard Analysis and Critical Control Points certification—meet industry best practice principles for food safety.	• A degustation event in the Members and Guests Dining Room was open to the public and sold out. • An event to coincide with the conclusion of Enlighten provided 'light' catering options on the lawns of Australian Parliament House.	• High tea sittings held in the Queens Terrace Café Friday to Sunday 12:00–4:00pm were popular with local and interstate visitors. • High tea events in the main courtyard, held in conjunction with Floriade, attracted many visitors.

Innovation

Positive changes were made across many aspects of the catering operation to improve business practices and minimise wastage. DPS is proud of the proactive steps taken to minimise environmental impact through use of surplus food supplies. DPS redirected 1,146 kilograms of good food to *OzHarvest* who collect and provide it directly to charities, which equates to 3,438 meals for people in need. DPS established business with *Yume Food Australia*—a company which provides a brokering service for surplus food stock from primary producers and distributors at significantly reduced wholesale prices. DPS has also introduced various initiatives to reduce the use of single-use plastics, such as supplying filtered water rather than bottled water for visiting school children, and replacing plastic straws and takeaway packaging with biodegradable or recyclable alternatives.

Performance criterion 3—Hansard Service

TABLE 8: Performance criterion 3—Hansard Service

Respond to the changing needs of the Parliament		
Performance Measure	**Target**	**Result**
10. % of individual draft speeches delivered within two hours of speech finishing	85%	Achieved
11. % of chamber proof Hansard reports delivered within three hours of chamber rising	95%[8]	Achieved
12. % of committee proof Hansard reports delivered within agreed time frames	95%	Not achieved
13. External error rate per 100 pages for chamber proof Hansard reports[9]	5 errors per 100 pages	Achieved
14. External error rate per 100 pages for committee proof Hansard reports[10]	5 errors per 100 pages	Not achieved
15. Availability of operated sound reinforcement in the chambers and committees[11]	99%	Achieved

Criterion Source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p29

FIGURE 6: Hansard timeliness

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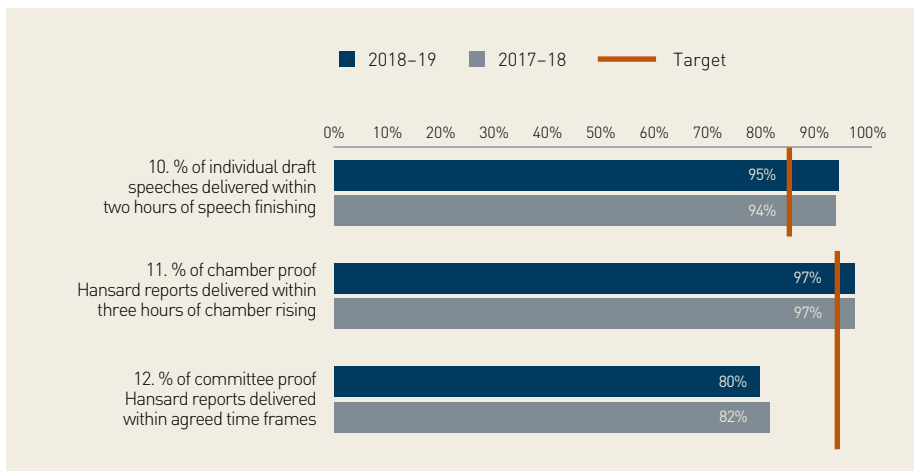
8   The target for KPI 11 was incorrectly reported as 90 per cent in 2018–19 DPS Corporate Plan.

9   This is a new performance measure in 2018–19.

10   This is a new performance measure in 2018–19.

11   This is a new performance measure in 2018–19.

Methodology

The DPS Hansard Service records and reports on delivery of Hansard documents compared to the set time frame and the associated error rates.

Measure 10:

- An individual draft speech is recorded as delivered on time if the entire speech reaches the office of the parliamentarian within two hours of the speech.

Measure 11:

- Hansard proofs are recorded as being on time if published in full within three hours of the chamber rising.

Measure 12:

- Committee proof transcripts are recorded as being on time if published in the time frame agreed with the committee.

Measure 13:

- Error rates for chamber Hansard proofs are recorded in the Hansard Production System at the time when they are made official (15 non-sitting working days after the sitting day). The error rate for a given month for proofs is based on the number of errors per page for chamber sittings held in that month.

Measure 14:

- Committee proof transcripts are made official when corrections are provided by the committee or the committee requests that the transcript be made official without corrections. Error rates for committee transcripts are manually recorded in the month the corrections or request to make a transcript official are received by Hansard. There is no deadline for requesting corrections to committee transcripts and they can be received some months after hearing dates. Therefore, the committee error rate records the number of errors per page for transcripts in the month that the committee requests corrections or requests to make the transcripts official. The committee error rate is not the error rate for committees that sat in a given month.

Measure 15:

- This measure represents the availability of sound and recording of chamber and committee proceedings. This is the first year for data collection and measures the instances where service delivery was impacted.

Analysis

DPS achieved two of the three 2018–19 timeliness targets for Hansard Service KPIs: individual draft speeches and proof chamber transcripts. The annual target for the delivery of committee transcripts was not met. This result was driven by increased committee activity towards the end of the 45th Parliament and a consequent levelling of workloads across sitting and non-sitting periods. To address this, Parliamentary Recording and Reporting Branch adjusted its resourcing and consulted the parliamentary departments' committee offices on expected delays in committee transcription to ensure priority transcripts were delivered on time. The branch has since undertaken workforce planning to better align its workforce and workload. The new staffing arrangements provide additional resources in non-sitting weeks to facilitate improved service to committees, while allowing an increased operational focus on chamber work during sitting weeks.

The Hansard Service reports on errors in transcription notified by its customers as a guide to trends in the accuracy of its transcripts. In 2018–19, DPS recorded 1.48 errors per 100 pages for chamber proof Hansard reports and 14.4 errors per 100 pages for committee proof Hansard reports. Errors are notified by parliamentarians' offices for chamber transcripts and by committee secretariats for committee hearings. Throughout 2017–18 and 2018–19, as resources and delivery time frames permitted, the Hansard Service introduced a number of additional quality assurance processes that aimed to improve the accuracy of transcripts. As the quality assurance measures for committees primarily related to staff feedback and to learning and development needs, there is expected to be a lag in the positive impact of these quality assurance measures on error rates.

Of the 3,045 hours of proceedings recorded in 2018–19, the target of 99 per cent availability of operated sound reinforcement (sound and recording) in the chambers and committees was achieved.

Performance criterion 4—Building Occupant Satisfaction with timeliness and quality of DPS services

TABLE 9: Performance criterion 4—Building occupant feedback

Respond to the changing needs of the Parliament		
Performance Measure	**Target**	**Result**
16. % of building occupant feedback indicating a satisfied or neutral rating with timeliness and quality of DPS services (by DPS service category)	80%	Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p27

Methodology

Measure 16:

- The 2019 Building Occupant Satisfaction Survey was conducted over four weeks from 21 March to 19 April 2019. This period included a non-sitting week and the last two sitting weeks of the autumn session of Parliament. The online survey tool, SurveyMonkey, was used to host the survey and it was distributed to approximately 6,300 email addresses. Respondents were asked to rate their satisfaction across a number of service categories, as detailed in Figure 7, and provide supporting commentary if desired.

New questions in retail and sport services were included in this year's survey to help provide insight into retail traffic in Parliament House, and additional questions focused on catering were included under Food & Beverage/Catering services.
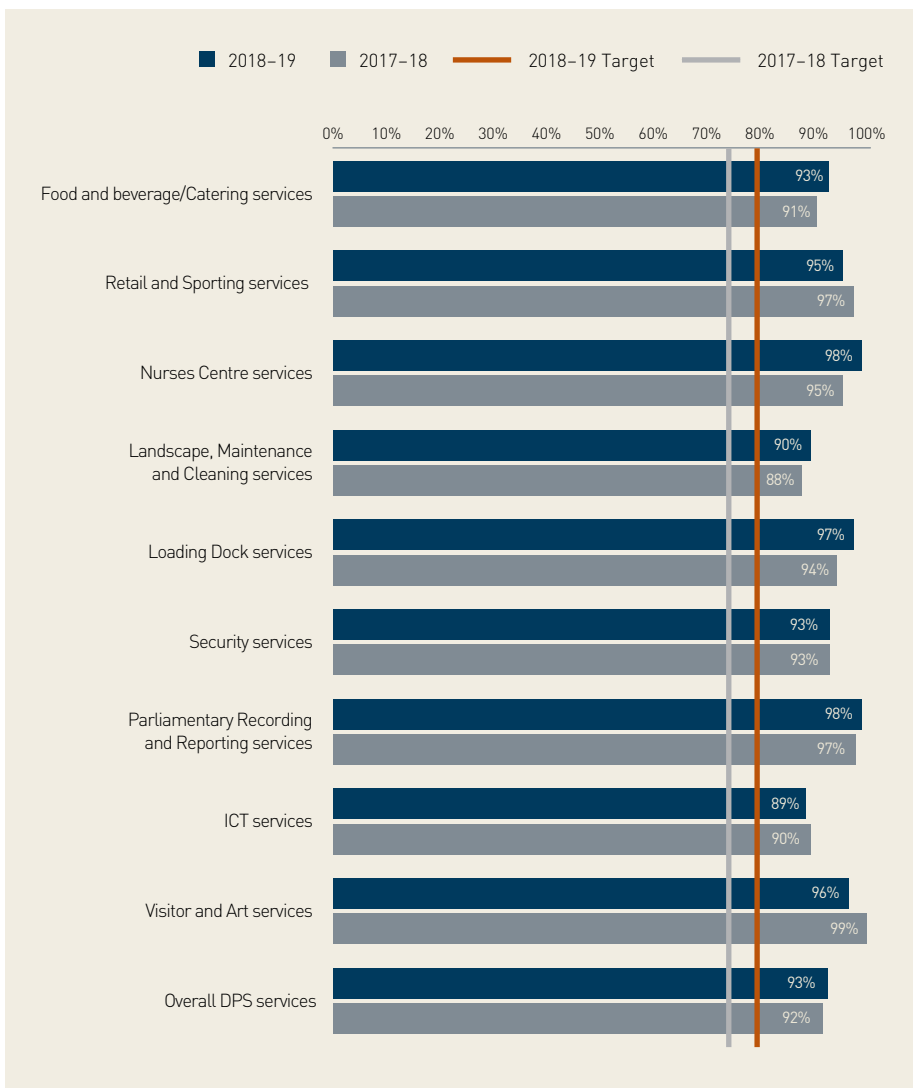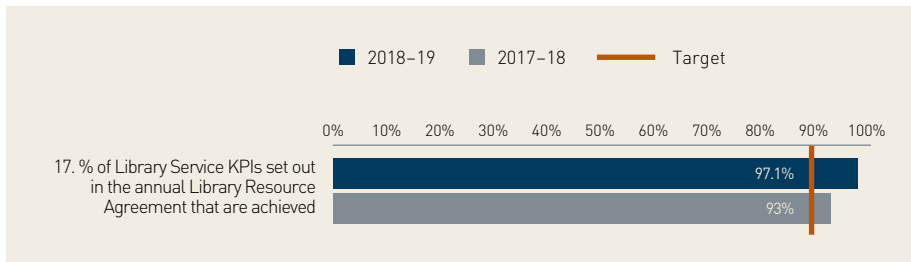
Analysis

This year's survey yielded positive results exceeding all service satisfaction targets and achieving an overall improvement from 2017–18, with a result of 93 per cent. Our aim is to provide the highest quality client experience through the provision of excellent services. DPS seeks the views of all clients using the parliamentary computing network, to assist us to identify opportunities for improvement, and recognises achievements. This includes free form qualitative response opportunities as well as statistical ratings.

The results of the survey, including both satisfaction ratings and individual comments, are provided to the responsible area for anaylsis and improvement. DPS continues to supplement this information with other sources of feedback, such as the Parliament House Art Collection and Catering and Events feedback cards.

DPS is committed to delivering services for building occupants in a timely and professional manner. This year the target was raised from 75 per cent to 80 per cent. As identified in Figure 7, all service categories achieved a satisfaction rating well above this new target.

FIGURE 7: Building occupant satisfaction survey results by service category (satisfied or neutral rating)

Legend: 2018–19 · 2017–18 · 2018–19 Target · 2017–18 Target

Service category	2018–19	2017–18
Food and beverage/Catering services	93%	91%
Retail and Sporting services	95%	97%
Nurses Centre services	98%	95%
Landscape, Maintenance and Cleaning services	90%	88%
Loading Dock services	97%	94%
Security services	93%	93%
Parliamentary Recording and Reporting services	98%	97%
ICT services	89%	90%
Visitor and Art services	96%	99%
Overall DPS services	93%	92%

Performance criterion 5—Parliamentary Library Services

TABLE 10: Performance criterion 5—Parliamentary Library Services

Respond to the changing needs of the Parliament		
Performance Measure	**Target**	**Result**
17. % of Library Service KPIs set out in the annual Library Resource Agreement that are achieved	90%	Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11, Program 11; 2018–19 Corporate Plan, p27

Methodology

Measure 17:

• 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). Library performance data is derived from a range of administrative and analytical systems. Satisfaction data is derived from a client evaluation of the Library's services.

FIGURE 8: % of Library Service KPIs set out in the annual Library Resource Agreement

Analysis

In 2018–19 the Library met 97.1 per cent of its key deliverables and targets. Significant initiatives in the reporting period included: the completion of a multi-year project to digitise the Parliamentary Papers Series 1901—2012; procurement of key library systems (with the new search and discovery platform to be implemented, and the integrated library service and digital repository to be upgraded in 2019—20); preparations for the 46th Parliament, including production of the Briefing Book; enhanced support for Parliament's consideration of the Budget; completion of a strategic workforce plan; implementation of a new branch structure in the Library Collections and Databases Branch; the establishment of the cyber working group in the Research Branch; deployment of the Wadsworth database; the conference and general meeting of the Association of Parliamentary Librarians of Asia and the Pacific; and assistance to the parliaments of Samoa and Vanuatu.

With regard to service benchmarks, the Library met its client usage target of 100 per cent (consistent with the previous financial year) and received no complaints. The Library achieved a rating of 94 per cent for client satisfaction among parliamentarians against its target of 95 per cent (based on data from the most recent client evaluation in 2017). It completed 10,299 individual client requests against its target of 13,000 (a demand driven measure). This figure reflects the parliamentary calendar, with relatively few sitting days between late February and April 2019, and the prorogation of the 45th Parliament and dissolution of the House of Representatives on 11 April 2019. Consequently, hours spent on client requests decreased to 40,447, though this figure was higher than the 37,434 hours recorded in the previous election year (2016). There were 4.34 million uses of the Library collection and databases, meeting the target. The Library will continue to monitor usage closely. A decision was made to pause work on the Electronic Media Monitoring Service (EMMS) data remediation due to delays in a related ICT project. Similarly, the Library paused digitisation of the Parliamentary Authors' Collection due to a management decision to redirect resources to a higher priority project (the Parliamentary Papers Series).

The Library met or exceeded its targets for its remaining client service KPIs, including: timeliness; use of online publications; electorate office visits; attendance at training courses and events; number of research publications released; number of items added to the EMMS service and ParlInfo Search databases and the Library catalogue; client use of the Mediaportal and social media monitoring services; and percentage of collection available online. Detailed discussion of the Library's performance is contained in the Parliamentary Librarian's Annual Report, which is included in the DPS Annual Report, as required by section 65(1)(c) of the *Parliamentary Service Act 1999*.

Performance criterion 6—ICT Service Standards

TABLE 11: Performance criterion 6—ICT Service Standards

Respond to the changing needs of the Parliament		
Performance Measure	**Target**	**Result**
18. % of ICT Standards outlined in the ICT Service Level Agreement that are achieved	90%	Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p27

Methodology

Measure 18:

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

Availability statistics for key ICT systems and infrastructure is obtained directly from event logging and monitoring software systems. Manual methods are used to calculate the availability of broadcasting services due to the nature of these analogue systems. Their availability is determined through a combination of regular scheduled testing, monitoring and incidents raised by clients directly with the 2020 Service Desk. Availability of the Whole of Government Secure Internet Gateway is reported to DPS by the vendor.

Analysis

The ICT Service Standards indexes are developed and sourced from the ICT Service Level Agreement (SLA) comprising 15 individual service standards. Each service standard is measured monthly and assesses the delivery of key services in support of the effective and efficient operations of the Parliament. This includes provision of services at Parliament House, electorate offices and Commonwealth Parliament Offices.

In 2018–19, 162 out of 180 ICT Service Standards were achieved—a result of 90 per cent. This is a three per cent reduction on the 2017–18 result. A combination of factors contributed to certain ICT Service Standards not being achieved at several points throughout the year—in particular, the occurrence of a major ICT incident on 17 October 2018 that impacted most ICT Service Standards. The outage resulted from the failure of a critical ICT infrastructure capability, namely the Domain Name Server (DNS) system. Underlying ICT services continued to function but were uncontactable on the parliamentary network due to the nature of the outage. ICT teams responded to the incident until the service was restored on 18 October 2018. This incident resulted in only nine of 15 Service Standards being met for the month of October 2018, including Chamber Services, which were adversely impacted due to the outage occurring on a sitting day. As a direct response to this incident, the DNS platform used by DPS was replaced with an alternative solution providing improved resiliency.

ICT teams also responded to a cyber security incident in February 2019. As part of this response, remediation action was taken to force a password reset for all parliamentary computing network accounts. This activity resulted in a significantly higher volume of calls being placed to the 2020 Service Desk for password resets and to report ancillary issues related to the incident. Despite this, only the percentage of calls answered in 30 seconds Service Standard was not met for the month of February.

FIGURE 9: Average ICT Service Standards levels

Legend: 2018–19, 2017–18, Target

Service	2018–19	2017–18
First Call Resolution	76%	73%
Incident Resolution	95%	97%
% of calls answered in 30 sec	88%	86%
Gateway availability	100%	100%
Customer Engagement model	100%	100%
User accounts	100%	100%
Telephone—technical	100%	100%
Broadcasting services	100%	100%
Information services	99%	100%
PABX availability	100%	100%
Internet	100%	100%
Email	100%	100%
File and Print	100%	100%
Chamber Services	99%	99%
Mobile Iron	100%	100%

Performance criterion 7—Design Integrity Performance

TABLE 12: Performance criterion 7—Design Integrity Performance

Effective stewardship of Australian Parliament House		
Performance Measure	**Target**	**Result**
19. The level at which the design integrity process is functioning	Effective	Achieved
20. The extent and effectiveness of consultation with moral rights administrators and DPS regarding the process for design integrity and moral rights matters	Effective	Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p31

Methodology

Measure 19:

- The Design Integrity and Archives Unit (DIAU) undertakes a qualitative assessment of the level of effectiveness of the consultation processes carried out both within DPS and with Ms Pamille Berg AO Hon FRAIA and Mr Harold (Hal) Guida LFRAIA AIA, joint moral rights administrators of Mr Romaldo Giurgola AO, the recognised principal architect of Australian Parliament House.

Measure 20:

- The DIAU provides secretariat support for quarterly design integrity meetings and other meetings (as needed) and facilitates consultation between DPS staff and the moral rights administrators. The assessment of how effective the process has been is based on an analysis of the numbers and types of interactions on important capital works and maintenance projects between DPS staff and Ms Berg and Mr Guida. DPS also formally seeks the views of the moral rights administrators regarding the effectiveness or otherwise of our consultation with them on design integrity and moral rights matters. This provides an important external measure of the effectiveness of DPS' consultation with these key stakeholders.

Analysis

Overall, the design integrity process was assessed as effective. During 2018–19, Ms Berg and Mr Guida attended quarterly design integrity meetings with DPS senior staff and gave three all-staff presentations on the design intent of the architecture and art in relation to the Foyer, Members Hall and Senate Chamber (respectively). In addition, more than 10 ad hoc face-to-face meetings were arranged with staff and one or both of the moral rights administrators on various design intent matters.

The DIAU also participated in numerous meetings and provided advice on a wide range of issues, including (but not limited to):

- major capital works, including, for example, kitchens infrastructure upgrades, accessible bathrooms, working at heights, lighting and lift upgrades
- furniture, fittings, fixtures and furnishings
- accessibility matters
- information, communication and telecommunication issues, and
- landscape and gardening.

Design integrity continues to be an important agenda item at fortnightly Executive Committee meetings and the DIAU participates in many cross-departmental fora and project board meetings. Feedback from within the organisation has highlighted the collaboration between the DIAU and other stakeholders is continuing to improve, particularly in relation to the early engagement in projects which may have an impact on the design intent of the building. During 2017–18, new consultation protocols were developed and in April 2019 these protocols were formalised in the form of a Management of Design Integrity Framework.

A major goal for DPS remains the ongoing consultation and liaison with the moral rights administrators from the earliest possible stage in capital works and maintenance projects. In responding to a request for feedback, including on how the design integrity consultation process may be improved over coming years, the joint moral rights administrators have collectively indicated the process is working very well. They have remarked that as the consultation process has matured over the past few years, and with the engagement of an architectural historian, more proactive engagement by DPS in seeking their views on design integrity matters has occurred. This in turn has resulted in efficiency gains and better design solutions. Further, the joint moral rights administrators have indicated that consultation has reached a good balance resulting in efficient provision of advice and mutual respect being accorded to the ideas being discussed.

Performance criterion 8—Building Condition Rating

TABLE 13: Performance criterion 8—Building Condition Rating

Effective stewardship of Australian Parliament House		
Performance Measure	**Target**	**Result**
21. % of building areas reviewed that are assessed as being in good or better condition	80%	Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p31

FIGURE 10: % of building areas reviewed that are assessed as being in good or better condition
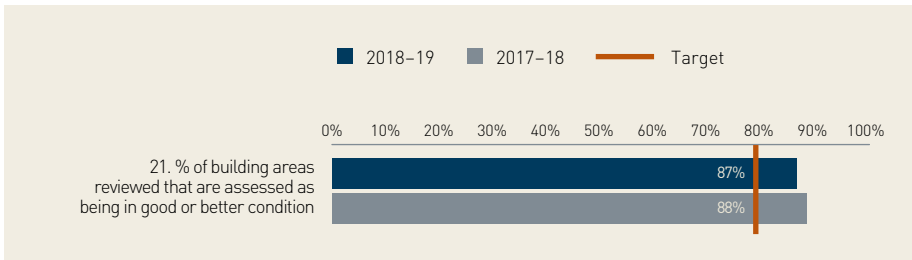
Methodology

Measure 21:

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

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

Analysis

In 2018–19, the performance measure result was 86.67 per cent, which represents a decrease of 1.44 per cent compared to 2017–18. The minor decrease is attributed to:

- Ministerial furniture finishes to both the executive and staff areas showing signs of deterioration
- external concrete and stone facades requiring cleaning
- stone paving sets in courtyards along the curved walls requiring resetting due to movement
- mortar and sealant jointing to paving slabs requiring replacement
- previously refurbished suites starting to show signs of wear in carpet and painted surfaces, and
- ensuite and toilet floor tiles delaminating in various areas throughout the building.

In response to results identified through the BCR, DPS Maintenance Services undertook activities to address the performance decrease by implementing the following:

- an increased focus on ongoing refurbishment of Ministerial Suites, including patch and paint of damaged walls and refurbishment of the global furniture within the suites
- completion of external concrete and stone facade cleaning to priority areas, including the Ministerial courtyard and internal courtyards
- resetting the stone paving sets and replacing the stonework mortar and sealant jointing in courtyards
- improved maintenance painting program for general circulation areas and suites, and
- a schedule of ongoing tiling works to ensuites and toilets to address delaminating of the floors in these areas.

Performance criterion 9—Engineering Systems Condition Rating

TABLE 14: Performance criterion 9—Engineering Systems Condition Rating

Effective stewardship of the Australian Parliament House		
Performance Measure	**Target**	**Result**
22. % of critical engineering systems reviewed that are assessed as being in good or better[12] condition	70%	Not Achieved
23. % of critical engineering systems reviewed that are assessed as being in fair or average condition	95%	Not Achieved

Criterion source: Program 1, 2018–19 Corporate Plan, p31

FIGURE 11: Critical engineering systems
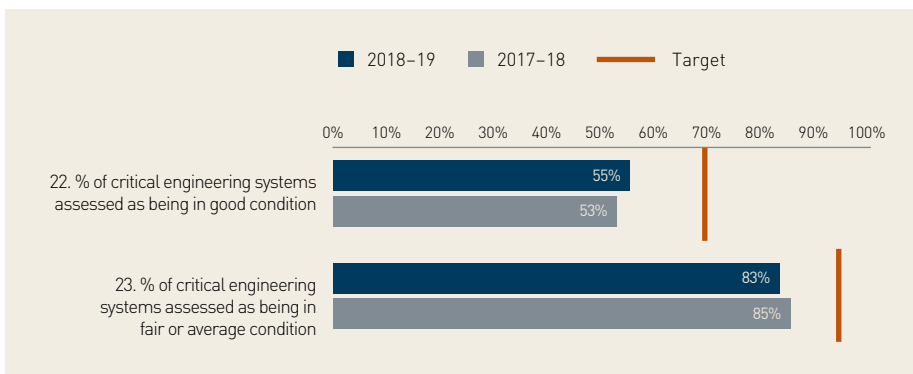
Methodology

Measure 22–23:

- The Engineering Systems Condition Rating (ESCR) measures the operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycle. The asset performance assessment system currently considers three key factors:
  - physical condition
  - operating condition, and
  - obsolescence.

12 KPI 22 wording was incorrectly published in the 2018–19 Corporate Plan with the text 'or better' omitted.

Analysis

The 55 per cent of critical engineering systems rated as being in good or better condition represents a slight improvement from the 53 per cent result for 2017–18. While this year's result is 15 per cent below the target, this result in part reflects the age of the Parliament House engineering systems and infrastructure. Delays in previous years to the delivery of capital works projects in the replacement and upgrade of the ageing infrastructure have also contributed. Improvements will be realised over the next five years as packages of capital works are delivered within each system category. A review of rankings for individual system categories shows that the condition of the engineering systems, including building management, broadcasting, electrical, hydraulics, and heating ventilation and air conditioning systems, are having an adverse impact on results.

The 83 per cent of engineering systems rated as being in fair or better condition is 12 per cent below the target of 95 per cent and represents a slight decline from the 85 per cent result for 2017–18. This is a result of the condition of the area main switchboards, emergency generation systems, air handling units, domestic cold water meters, hot water network, building management system, lifts, kitchen equipment and wiring infrastructure which have yet to be impacted by the delivery of projects under the capital works program.

Kitchen equipment in the Great Hall, which was rated as 'failed condition'—the lowest rating—will be replaced in 2019–20 as part of a capital works project. The other subsystems rated as 'poor' are included in a current or proposed project in the Capital Works Plan for renewal or replacement. For example, 22 of the 42 lifts in the building were rated as being in poor condition and they are being updated as part of an ongoing capital works project; however, overall the lifts in the building received a 33 per cent increase as the capital works project delivers improvements. Another example is the lighting controllers which are also being replaced as part of a capital works project.

In 2018–19, significant upgrades through capital works projects have been made to subsystems, such as replacements to boilers and chillers. However, these are subcomponents of the engineering systems and overall improvements in these particular systems have not yet been realised using the ESCR. Under this performance criterion, the overall rating for the engineering systems will be achieved when a majority of its components receive a positive rating on the ESCR.

Performance criterion 10—Landscape Condition

TABLE 15: Performance criterion 10—Landscape Condition

| Effective stewardship of Australian Parliament House		
Performance Measure	**Target**	**Result**
24. % of landscape areas reviewed that are assessed as being in good or better condition	85%	Not Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p31

Methodology

Measure 24:

- The Landscape Condition Rating (LCR) measures the current condition of the landscape surrounding Parliament House. The LCR is expressed as a percentage and is measured annually. The assessment takes into account variables such as the intended purpose, life cycle, planned maintenance levels and seasonal variations. The methodology is designed to give a fair representation of the overall landscape condition.

FIGURE 12: % of landscape areas reviewed and assessed as being in good or better condition
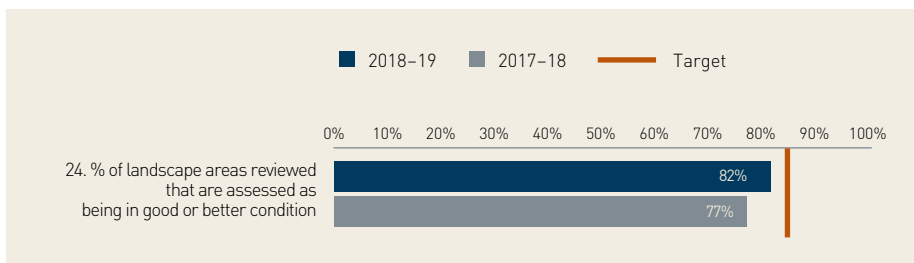
Analysis

The target for the LCR rating is 85 per cent. For the year 2018–19, the rating was 82.13 per cent. The LCR rating was 5.4 per cent higher than the 2017–18 year but is still 2.87 per cent lower than the target.

The 2018–19 result can be largely attributed to the 30 per cent plant losses sustained throughout the Senate side gardens and the waterproofing issues with the Members and Guests terrace garden. Over the 2019–20 reporting period, DPS plans to continue to replace plants that are not thriving across Parliament House. We will also deliver a structured soil project on the Senate side that will lead to improved soil quality. DPS is confident this will result in overall improvements to the plant and tree conditions and see a continuing improvement in the LCR, with the target being exceeded in 2019–20.

Performance criterion 11—Security

TABLE 16: Performance criterion 11—Security

Effective stewardship of the Australian Parliament House		
Performance Measure	**Target**	**Result**
25. % of security incidents that are handled in accordance with policy and process	100%	Not Achieved
26. % of Parliamentary Security Service Officers compliant with mandatory training requirements	100%	Not Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p31

Methodology

Measure 25:

- Incident reports are used by the Security Branch to document information on, and provide management visibility of, a range of events and interactions involving Parliamentary Security Service (PSS) officers. A security incident is an incident that impacts on the integrity of the security arrangements of Parliament House. Security incidents are analysed to determine if the response by PSS was in accordance with DPS policy and procedure. The result is the percentage of responses that comply with DPS policy and procedure.

Measure 26:

- The mandatory training for PSS officers is Initial Security Training (IST) and Competency Maintenance Training (CMT). IST is a six week program providing new recruits the basic training they require to fulfil their roles and obligations as a PSS officer, covering topics such as communication, access control and screening. PSS officers are not allowed on duty until they have completed IST.

- The CMT is an ongoing training requirement. It covers areas such as First Aid, Operational Safety Training (OST) and parliamentarian recognition. All areas have specific requalification windows which are tracked by the Security Branch Learning and Development Coordinator. The result is calculated as at 30 June each year.

Analysis

The target for correct handling of security incidents is 100 per cent. For the year 2018–19, the actual achievement was 94.54 per cent. While this did not compromise the security operation function, factors such as human error prevented the target from being achieved. The objective is to document all security incidents and to identify where the response by a PSS officer was not in compliance with operating policies and procedures. When the cause of non-compliance is identified, it is addressed by way of training updates or recommended changes to security procedure as considered necessary.

The target for compliance with mandatory security training is 100 per cent. For 2018–19, the actual achievement was 87 per cent. Completion of training in the required time frame continues to be affected by leave (particularly medical and unscheduled leave) and operational reasons (such as parliamentary sittings), which reduce the ability to assign PSS officers to training. In addition, the percentage of PSS officers compliant with mandatory security training requirements decreased this year as the delivery of CMT was postponed whilst the department aligned its DPS OST, formerly Defensive Tactics Training, with the standards applied by the Australian Federal Police and transitioned to an in-house training model.

Performance criterion 12—Parliament House works program

TABLE 17: Performance criterion 12—Parliament House works program

Effective delivery of the Australian Parliament House Works Program		
Performance Measure	**Target**	**Result**
27. % of Capital Works Branch projects in delivery phase	80%	Achieved
28. % of Capital Works Branch budget spent in the financial year	80%	Achieved
29. % of Security Upgrade Implementation Plan projects in delivery phase	80%	Achieved
30. % of Security Upgrade Implementation Plan budget spent in the financial year	80%	Achieved

Criterion source: Program 1, 2018–19 Portfolio Budget Statement, p11; Program 1, 2018–19 Corporate Plan, p31

FIGURE 13: Parliament House Works Program KPIs
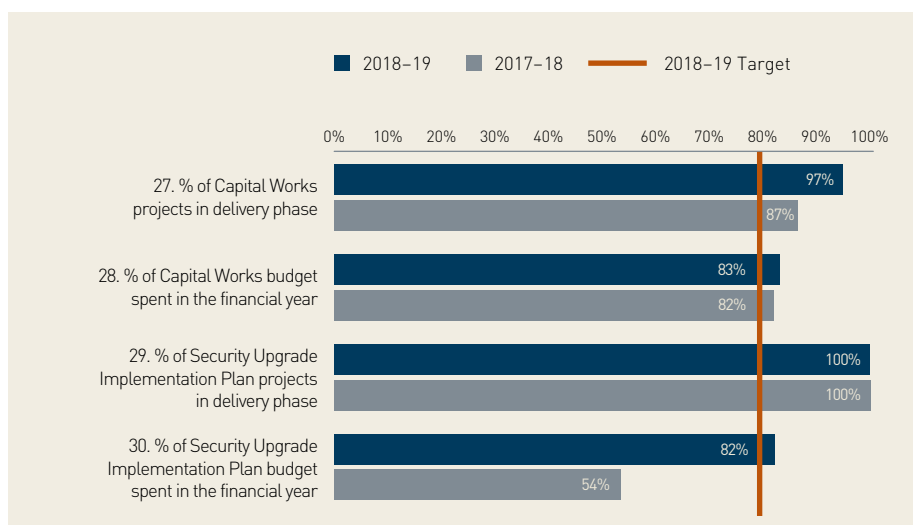
Methodology

Measure 27:

- Number of capital works projects in delivery phase divided by number of capital works projects planned.

Measure 28:

- The actual amount spent on capital works projects divided by the total budget.

Measure 29:

- Number of Security Upgrade Implementation Plan (SUIP) projects in delivery phase divided by number of Security Upgrade Implementation Plan projects planned.

Measure 30:

- The actual amount spent on Security Upgrade Implementation Plan projects divided by the total budget.

A standard industry measure of project success is delivering on time and on budget. Given the restrictions of sitting periods and other parliamentary activities, project time frames have to be regularly adjusted. This makes it difficult to define a consistent measure of whether projects are delivered on time. Therefore, DPS is tracking the number of projects in delivery compared to the planned number of projects. Combined with tracking whether DPS is on budget, this provides a picture of whether the Capital Works Program and SUIP are successfully adapting to the changing requirements and managing to use the annual budget.

Analysis

The 2018–19 year was very productive for the Capital Works Program, with all four targets achieved. Good progress was made on both the physical and electronic components of the security works. The perimeter fencing construction activities were completed with only the remedial works on nearby landscaping remaining. Work on the Senate, House of Representatives and main public entrances progressed more slowly than expected; in part because of poor performance and eventual liquidation of a subcontractor and the consequent delays while a new subcontractor was engaged to complete the works.

The roll-out of electronic security measures—including improved Closed Circuit Television coverage and the Electronic Access Control System (EACS) for selected areas—is substantially complete with a small amount of EACS installation and testing remaining.

The non-security works program accelerated dramatically in 2018–19. Significant improvements were made to the climate control system with major upgrades to plant and the roof structure to rectify water ingress, including the Senate Chamber skylight. Improvements were also made to the electrical network, lifts and the Emergency Warning Intercommunication System.

PARLIAMENTARY LIBRARY

4

PARLIAMENTARY LIBRARIAN'S REVIEW

I am pleased to present the Parliamentary Librarian's annual report for 2018–19.

The Library has served the Australian Parliament since its establishment in 1901. Over that period, it has been a vital source of high quality, confidential and impartial analysis, information and advice to senators, members of the House of Representatives and parliamentary committees.

Our services continue to evolve to support the Parliament now and into the future as it deals with critical legislative and policy issues. In an environment of growing policy complexity, fast-moving debate, and contested facts, the need for objective, insightful and comprehensive information and analysis has never been more pressing.

This report highlights the Library's achievements and challenges in 2018–19 in fulfilment of our statutory mandate.

Achievements

2018–19 was a busy and productive year for the Library, and we performed strongly against key tasks and performance measures set out in the annual Resource Agreement. We offered significant support to individual parliamentarians and to committees on a broad range of public policy issues. The Library continued to be held in high regard, as evidenced by spontaneous client feedback, as well as by the extent to which Library advice was cited by senators and members. Our services were once again used by every parliamentarian, be it for confidential research briefs, mapping, training or orientation sessions, media services, or use of collection items.

The Library's research output comprises both publications and individualised and confidential client research. By year's end the Library had issued 385 research publications, including 80 Bills Digests. There were 7.9 million online uses of the Library's publications through ParlInfo Search and the internet. Over the course of the year, the Library answered over 10,000 requests for analysis and advice from parliamentarians and their staff, below our target of 13,000 and less than the 11,656 completed the previous financial year. This outcome reflects both the shortened 2018–19 parliamentary calendar and the characteristic dip in demand in election years as committees finalise inquiries and parliamentarians turn their focus elsewhere.

More than 5,700 books and serials were added to the Library's catalogue and over 189,700 items were added to Library databases.

Changes in information technology continued to shape the environment in which we work. Thus, in 2018–19 the Library continued to prioritise the digital delivery of products and services as set out in our digital delivery and digital preservation frameworks. The percentage of the collection available in digital form increased to more than 46 per cent (as at 30 June 2019); and there were 4.34 million searches of our online collections and databases. We explored innovative uses of technology, including implementing EZproxy to enable access to a wider range of Library services outside the parliamentary network.

In addition to our business as usual work, two major projects were completed. Library staff completed the digitisation and quality assurance of the Parliamentary Papers Series bound volumes, some 2.4 million pages in all. The full parliamentary biographies of all senators and members of the House of Representatives since 1901 from the *Parliamentary Handbook* database were also published digitally for the first time. Both collections are now available to all, full-text online, through ParlInfo Search.

The Library met or exceeded all its key performance measures for the timeliness of its services; and attendance at library public policy lectures and seminars and at training and orientation sessions remained high.

The Library also continued to support the Parliament's engagement with the Asia Pacific region. Library staff participated in United Nations Development Program missions to the parliaments of Samoa and Vanuatu. The Library also assisted the Japanese Diet Library organise the conference and general meeting of the Association of Parliamentary Librarians of Asia and the Pacific.

The 46th Parliament

Preparations for the 46th Parliament were a major focus for everyone in the Library. Given the number of parliamentarians retiring, it was clear that we would be welcoming a significant number of new members and senators after the election.

Accordingly, we assembled a new and enthusiastic cohort of contact officers to act as Library ambassadors, helping senators and members and their staff make best use of our products and services. Such personalised service helps forge relationships with our new clients and gives us an understanding of their individual needs and interests so that we can better tailor our services. I presented at induction sessions for new parliamentarians; and dedicated orientation and training sessions were also provided to their staff as the new offices were established. The success of this initiative is evident in the high demand for research and library services following the general election.

Another highlight of the Library's year was the preparation of the *Briefing Book*: a volume of strategic level snapshots of some of the big issues affecting Australia that were expected to figure in the Parliament's first year. Its purpose was two-fold: to provide senators and members with a high-level perspective of key public policy issues, and to showcase the breadth of expertise of the Library's specialist researchers.

Coinciding with the commencement of the new Parliament, the Library also refreshed its client services portal; and commenced work on the new edition of the *Parliamentary Handbook.*

Individualised services

Our clients face a deluge of information and opinion from articles, think tanks, universities and interest groups. To stand out in this crowded environment, the Library needs to combine our professional subject matter expertise with knowledge of our individual clients and what they need. This means that a client advice—whether to support a client speaking on a Bill, drafting amendments, participating in committee inquiries or developing policy proposals for costing—will be tailored to each client and fit for its purpose.

We know from feedback that such personalised services are highly valued.

This was an issue I noted in last year's Librarian's review, and this year we maintained a focus on building capability in this area. This included further in-house training in parliamentary business processes (detailed elsewhere) as well as an increased emphasis on personal engagement with clients via face to face meetings and briefings. Similarly, we re-tuned our support for Parliament's consideration of the federal Budget, offering information and training options early in the calendar year rather than focusing only on the immediate pre-Budget period.

The program to deliver these more integrated and personalised services will continue and be further enhanced next year.

Budget outlook

In previous reviews I have noted the tight budgetary environment in which the Library operates as a result of the compounding impact of efficiency dividends and increased employee and collection costs. Since 2005–06, the Library's operational funding has decreased significantly in real terms. The increase in the Department's appropriation in the 2014–15 Budget provided welcome respite and enabled us to begin to address a number of capacity gaps. However, the inevitable erosion of the Library's funding base due to the efficiency divided has continued, and will be accelerated by the decision to maintain the two per cent efficiency dividend for a further two years.

We have been able to offset the impact of these reductions to some extent by the (now fully realised) capacity to capitalise a significant portion of the core work of the Library Collections and Databases Branch. This has enabled us to develop and maintain critical aspects of our collection. However, it does not offer a broader solution. Providing specialist services to clients is resource intensive. Research and information services can only be provided by having sufficient skilled staff with subject-based knowledge and expertise. Despite harvesting productivity savings across the Library, Research Branch in particular is significantly below its optimum resourcing levels. In recognition of the decreasing levels of appropriation across the forward estimates, we will continue to carefully assess the allocation of staff and other resources across the Library and the appropriate balance between ongoing and non-ongoing staff to limit the impact upon services to senators and members to the greatest extent possible.

Quality of service

We know from formal evaluations and from direct feedback that parliamentarians value the Library's independence and expertise, and rate us very highly as a source of trusted information. We know, too, that they expect us to maintain the highest standards; and that any a lapse can diminish trust and affect perceptions of the overall

quality of our service. This message came sharply home during the year when a glitch in quality control processes for a Library publication resulted in controversy on social media and questioning at Senate Estimates hearings, and prompted us to refine our pre-publication processes to prevent any recurrence.

Strategies to improve consistency in quality remained a focus throughout the year.

A related priority is maintaining the professional skills and knowledge as many of our most experienced staff reach retirement age. This issue was particularly resonant in 2018–19, with eight age-related retirements. The benefits arising from the restructure of Library Collections and Databases Branch are already being realised with a sharper focus on systems and innovation. Implementation of our new strategic workforce plan will help ensure that Library staff have the right skills and knowledge to meet the current and future needs of the Parliament.

The year ahead

The focus for the last quarter of 2018–19 has been introducing the Library's services to a new cohort of parliamentarians. A key priority for the year ahead will be a program of outreach to longer serving senators and members and their staff to ensure that they too are able to benefit from the full suite of the Library's services. The Library will also continue its new program of visits to electorate offices to demonstrate how the Library can add value and support them in their daily work.

In regards to budgetary issues, the Library will seek to facilitate early finalisation of the Library's Resource Agreement for 2019–20. The budget will continue to be closely managed to ensure resources are deployed to greatest effect.

We anticipate the new digital edition of the *Parliamentary Handbook* will be released in 2020; a new print edition will also be published.

We expect to go to market by the end of the 2019–20 financial year for the client evaluation of Library services for the 46th Parliament.

The Library will implement its strategic human workforce plan to assist the recruitment, retention and development of staff with expertise and commitment to excellence in client service, and to improve succession planning and knowledge transfer.

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

I would like to thank the Presiding Officers and the members of the Joint Standing Committee on the Parliamentary Library for their ongoing support. Thanks go also to the Secretary DPS and colleagues across DPS and the parliamentary departments for their collegiality and their support for the Library's work. Finally, my particular thanks to everyone in the Parliamentary Library for their individual and collective contribution and commitment to supporting the work of the Parliament.

Dr Dianne Heriot
Parliamentary Librarian

THE LIBRARY ON A PAGE

Role

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

Clients

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

Governance

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

Structure

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

Resource Agreement: 2018–19

- operational funding: $15.613 million
- capital funding: $3.033 million
- average staffing level: 136 FTE.

Services

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

The Library in numbers: 2018–19

- 100 per cent of parliamentarians used the Library's services
- 10,299 individual client requests completed
- 385 research publications released, including 80 Bills Digests
- 688 clients attended training and seminars
- 20 electorate offices visited
- 5,756 new books and serial titles added to the catalogue
- 46.2 per cent of titles available online in full text
- 189,766 items added to Library databases

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'.[13] These services are to be delivered:

- in a timely, impartial and confidential manner
- maintaining the highest standards of scholarship and integrity
- on the basis of equality of access for all senators, members of the House of Representatives, parliamentary committees and staff acting on behalf of senators, members or parliamentary committees, and
- having regard to the independence of Parliament from the Executive Government of the Commonwealth.[14]

The Librarian reports directly to the Presiding Officers and to the Parliament in respect of her statutory functions, and also to the Joint Standing Committee on the Parliamentary Library (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 Parliamentary Library is part of DPS' Program 1. In the DPS *Corporate Plan 2018–19*, the Library's services fall under the strategic theme: 'respond to the changing needs of the Parliament'.

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

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

The Joint Standing Committee on the Parliamentary Library 45th Parliament. Standing (left to right): Senator Moore, Senator Brockman, Mr Zimmerman, Mr Broadbent, Dr Heriot (Committee Secretary); seated (left to right): Ms Stanley, Mr Ramsey (Joint Chair), Senator Lines (Joint Chair), Mr van Manen; inset (left to right): Mr Bryne, Senator Duniam, Dr Freelander, Senator Gichuhi. (Auspic)

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 45th Parliament was established by motion of the House of Representatives and of the Senate on 1 September 2016 and 12 September 2016 respectively. The following senators and members served on the JSCPL In 2018–19:

- Mr Rowan Ramsey MP (Joint Chair)
- Senator Sue Lines (Joint Chair)
- Mr Russell Broadbent MP
- Senator Slade Brockman
- The Hon Anthony Byrne MP
- Senator Jonathon Duniam
- Dr Mike Freelander MP
- Senator Lucy Gichuhi
- Senator Claire Moore
- Ms Anne Stanley MP
- Mr Bert van Manen MP
- Mr Trent Zimmerman MP.

The JSCPL met privately on 10 September 2018, 26 November 2018 and 14 February 2019, and considered, inter alia:

- the client evaluation of Library services for the 45th Parliament
- digitisation of the Parliamentary Paper Series (1901–2012)
- news services and analytics
- future directions for the *Parliamentary Handbook*
- the 'ParlMap' service
- the Parliamentary Librarian's annual report, and
- the Library's Strategic Human Resource Plan.

Structure

The Parliamentary Library comprises the Parliamentary Librarian and the employees of DPS assisting her.[15] The Library's Executive is:

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

The Library's structure comprises:

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

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

FIGURE 14: Parliamentary Library Organisation Chart (as at 30 June 2019)
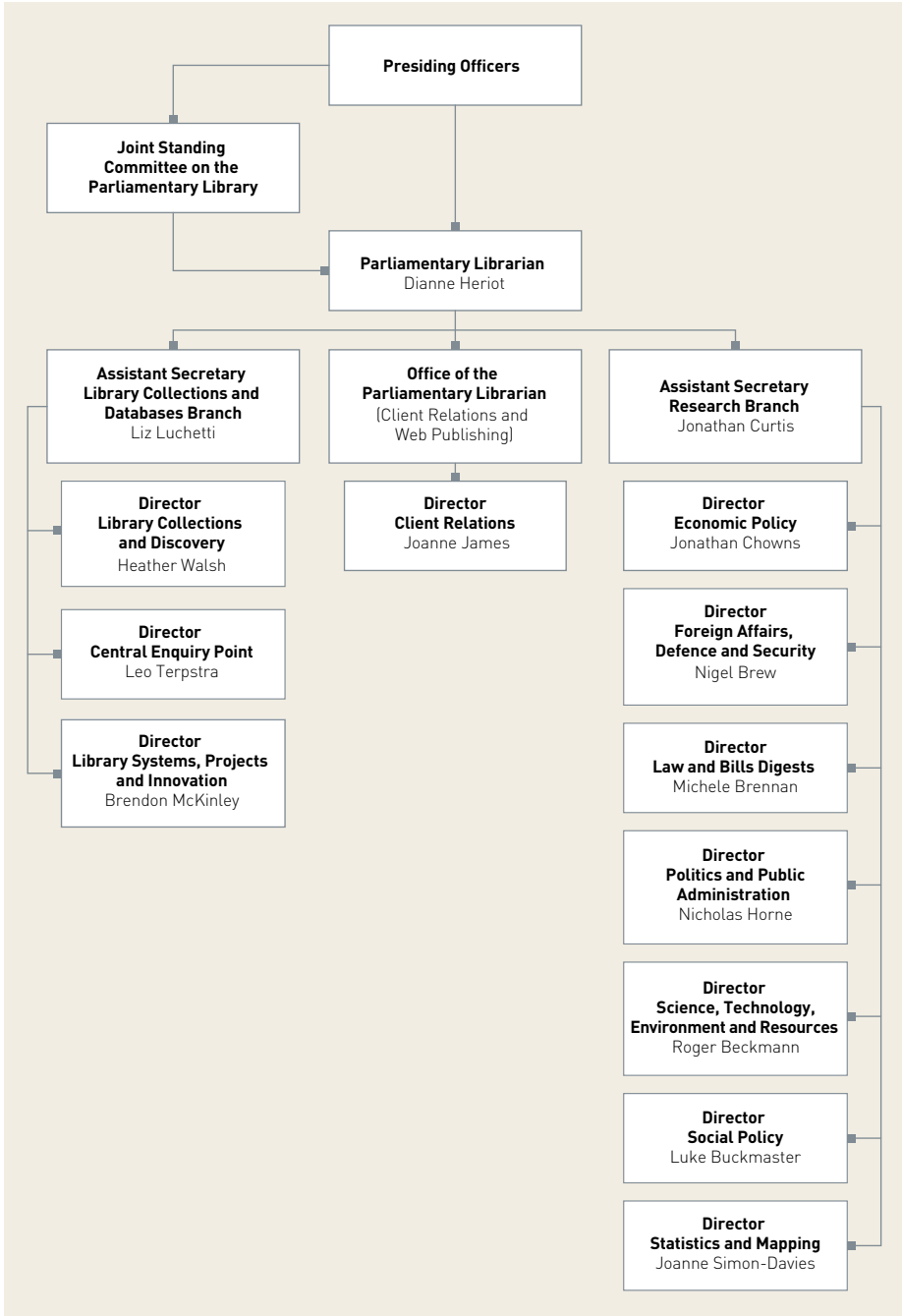
SUMMARY OF FINANCIAL PERFORMANCE

Resource Agreement 2018–19

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.[16] 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 2018–19 agreement was:

- signed by the Parliamentary Librarian and Secretary DPS on 1 June 2018
- considered by the JSCPL on 18 June 2018 and
- approved by the Presiding Officers on 2 August 2018.

Financial performance

The Resource Agreement 2018–19 provided:

- an operating budget of $15.613 million
- a capital budget (used for the Library collection and minor capital projects) of $3.033 million, and
- an average FTE of 136.

Actual expenditure was $15.693 million in operational funding and $2.828 million in capital funding.

Employee costs accounted for the majority of the Library's budget, with the remaining funds largely spent on the collection. Collection expenditure in 2018–19 comprised:

- information resources (including database and news services subscriptions)—$2.306 million (operational funding)
- reference serials and monographs—$0.439 million (capital funding)
- digitisation—$0.667 million (capital funding)
- press clips—$0.137 (capital funding).

The major pressures on the Library's budget in 2018–19 were cost increases for collection resources of around five per cent over the previous financial year, exacerbated by the fall in the Australian dollar. Both affected the Library's purchasing power.

The end of year result was closely aligned with the available budget. There were, however, some internal variations to anticipated expenditure on employee and collection costs (both operational funding).

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16 *Parliamentary Service Act 1999* section 38G.

Collectively, the Library was underspent on employee costs by 2.5 per cent ($0.337 million). Research Branch employee costs were underspent by 6.2 per cent ($0.585 million). A number of factors contributed to this, including recruitment timelines. For Library Collections and Databases Branch, employee costs were overspent by 9.6 per cent ($0.279). This was the result of variations to monthly salary capitalisation claims. The small underspend in the Office of the Parliamentary Librarian ($0.031) was the consequence of the part absence of a senior manager due to work-related injury.

Collection costs were over-spent by 17 per cent ($0.334): this enabled the Library to renew collection resources despite vendor-imposed price increases and the weakened Australian dollar. The underspend from employee costs was directed to the collection allocation for this purpose.

The underspend of $0.205 million in the Library's capital budget was primarily the result of a delay in completing the procurement and contracting of new Library systems. The final payment for this work ($125,000) has been rolled-over to 2019–20. In addition, the Electronic Media Monitoring Service (EMMS) data remediation did not progress as planned due to delays with associated ICT projects.

A more detailed breakdown of budget and actual expenditure can be found in the financial tables at pages 124.

FIGURE 15: Parliamentary Library budget 2005–06 to 2019–20

Constant prices are expressed in June 2017 prices using the CPI. Index number for 2017–18 and 2018–19 based on Treasury forecasts.
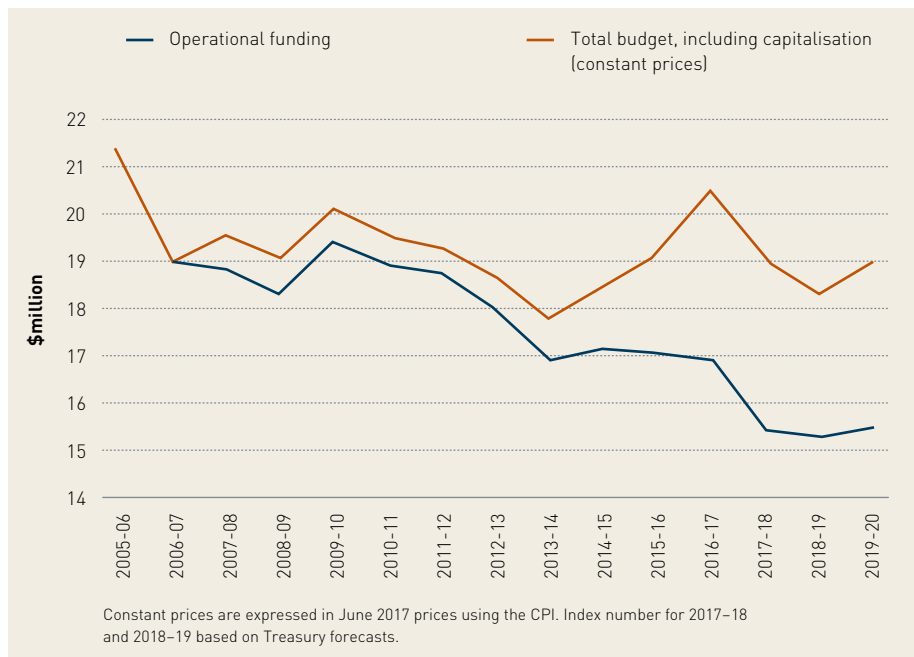
Parliamentary Library budget (resource agreement) and expenditure 2016–17 to 2018–19
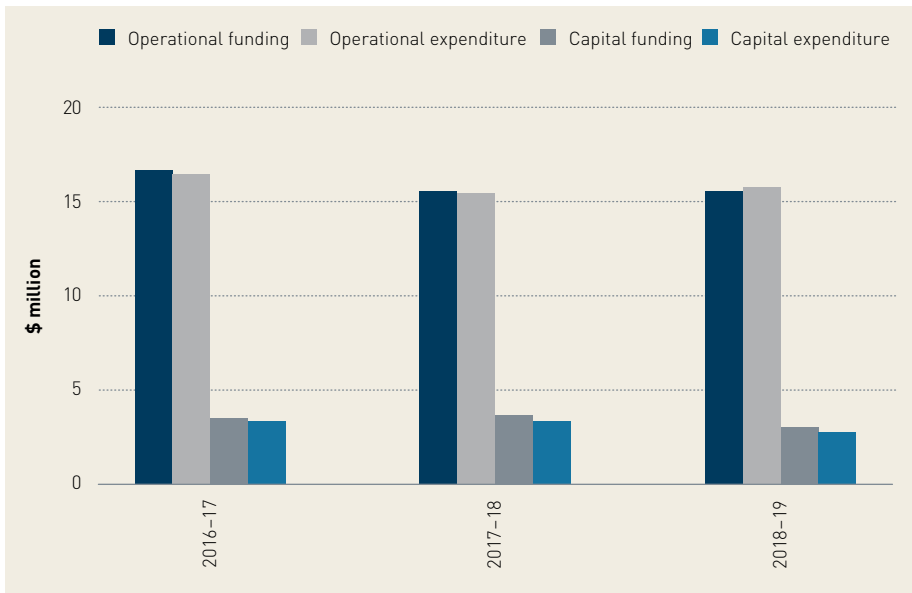
Financial outlook

The Librarian and the Secretary DPS agreed the Library's 2019–20 Resource Agreement on 27 June 2019. It will be considered by the incoming JSCPL at its first meeting in 2019–20, before being submitted to the Presiding Officers.

ACHIEVEMENTS 2018–19

The Library's *Strategic Plan 2015–16 to 2019–20* sets out the following strategic priorities to ensure that we remain relevant to the working lives of parliamentarians, today and in the future:

* delivering high quality library and research services
* increasing digital access and service
* supporting the Parliament's engagement with the community and with parliamentary strengthening activities and
* strengthening our staff's capability.

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

Delivering high quality library and research services

The 45th Parliament: welcoming new senators and members

Support for new parliamentarians remained a focus of the Library's work. During the 2018—19 financial year, four new and one returning senator filled casual vacancies and six members were returned in by-elections (four of whom were returned members following section 44 resignations).

As a matter of practice, the Library assigns a contact officer to each new senator and member. Contact officers introduced them and/or their staff to the diverse range of Library products and services, and demonstrate how the Library could support them in their day-to-day work.

Individual orientation and training sessions were also offered throughout the year to new staff.

The success of this outreach is evident in the fact that 100 per cent of parliamentarians used the Library's services in 2018–19 notwithstanding the changes in representation across the two chambers.

Preparations for the 46th Parliament

Preparations for the new Parliament were a major focus of the Library's work for the last quarter of the financial year. A cohort of contact officers received fresher 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 Parliamentary Librarian presented at the formal induction sessions for new senators and members and their staff organised by the chamber departments. The Library also organised dedicated orientation and training sessions for parliamentarians' staff.

As part of the Library's support for the new Parliament, we again produced a *Briefing Book* covering a range of key issues that can be expected to confront Parliament over the next three years. The edition for the 46th Parliament contains 53 separate articles, across a broad range of subject areas, and focuses on key strategic issues, their context and significance for Australia. The opening chapter addresses the digital world and its impacts, reflecting the far reaching public policy impacts of digital technologies. This edition also reflects a move to slightly longer articles which enable more detailed analysis. As a result, the *Briefing Book* is the longest we have produced, running to 260 pages.

The *Briefing Book* was distributed to new and returning parliamentarians in June, and published on the Australian Parliament House website in July 2019.

In addition to the contact officer program, the Librarian wrote to all new and returning parliamentarians providing them with a customised package of information which included: maps and statistics relating to their electorate or state; a copy of the *Briefing Book;* and a guide to Library services.

Support to Parliament's consideration of the Budget

A major part of the Library's annual work is to provide detailed analysis and support to the Parliament's consideration of the federal budget. This year was notable for the compressed timing of the budget process due to the upcoming federal election; and the Library took the opportunity to trial a number of refinements to its budget products and services.

In addition to providing our annual seminar on Understanding the Budget on Budget morning, we offered information sessions to individual parliamentarians offices or groups of offices, early in the calendar year. These presentations, given by researchers in the Economic Policy section, proved very popular.

Other features were the pre-Budget publication of Quick Guides to assist clients to understand various aspects of the budget documents, and the production of high level summary briefs complemented by a reduced number of measures briefs and Budget related Flagposts.

The traditional budget seminars were well attended, with Professor Beth Webster (Pro Vice Chancellor, Swinburne University of Technology) and Professor James Morely (Professor of Macroeconomics, University of Sydney) presenting on the wider macro-economic context of the Budget.

Client requests

Senators, members and parliamentary committees, and the staff who support them, are able to request information or commission research and receive confidential, tailored responses by an agreed deadline, in person, by phone, email, or through detailed written advices. The 2017 client services evaluation found that research services remain the most often used of all Library services, with 94 per cent of parliamentarians and their staff using them to some degree.[17]

In 2018–19, Library staff answered 10,299 such requests (11,656 in 2017–18), providing one-on-one or group briefings, reports and memoranda, maps, statistics and other research products for individual senators and members, as well as analysis and information in support of committee inquiries and parliamentary delegations.

TABLE 18: Client requests completed in 2018–19

Requests	
Senators	2,935
Members of the House of Representatives	5,991
Parliamentary committees	168
Departments, reciprocal arrangements and other	1,205

This metric is further discussed at page 112.

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17   Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation 2017*, p33.

Enhancing client service: face to face briefings

The 2017 client evaluation highlighted the importance of personalised services to enable parliamentarians to maximise the potential benefits of the Library's services.[18] Where practicable, over the past year the Library has been building on its written advice with face to face meetings, enabling parliamentarians to explore the advice, refine the issues, and sometimes commission new research on matters of interest. This is leading not only to better research that is fit for its specific purpose, but develops staff understanding of parliamentarians' business environment and needs.

Research publications

Each year the Library produces a broad range of general distribution publications to provide parliamentarians and their staff with authoritative and timely information and analysis of legislation and of current issues relevant to public policy and administration. These include short, topical FlagPost blogs, statistical bulletins, research papers, and Bills Digests. The 2017 client evaluation found that 87 per cent of parliamentarians and their staff, and 88 per cent of departmental staff make use of the Library's publications.[19]

In 2018–19, the Library issued 385 new or refreshed research products, including 80 Bills Digests and 58 research papers.

A new product was released this year in response to changes to the Commonwealth Electoral Divisions boundaries: 151 *Statistical Snapshots* of each electorate based on the most up-to-date boundaries. Using data sourced from the Australian Bureau of Statistics (ABS) 2016 Census of Housing and Population, each Snapshot covered a range of interesting topics from age and sex, birthplace, ancestry and language (top ten for each electorate), religious affiliation, schooling, employment statistics plus data on families and dwellings. An electoral map was also included, produced by the Mapping team within the Library.

From time to time the Library also commissions research papers from external experts. One of these was published in 2018–19: *Australia in the League of Nations: a centenary view* (Emer. Prof. James Cotton).

Library lectures

Reflecting the reduced number of sitting days due to the federal election, the Library held only 11 lectures this financial year, which included regular events on the Library program such as the Reconciliation Week Lecture by Professor Tom Calma AO, and the Budget seminars (both detailed elsewhere).

The program ranged from the historical, with 'Forgotten founder—George Houstoun Reid' by Dr David Headon, to the very contemporary and technical 'Section 44—Office of profit under the Crown' by Professor Anne Twomey. The impacts of technology on public policy and legislative issues were reflected in tech briefings on cybersecurity, blockchain and new genetic technologies.

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18   Ibid, p9.

19   Ibid., pp33 and 38.

Improving research quality

Two years ago, the Library implemented a number of strategies to enhance the quality and consistency of its research output, particularly client advices. These measures—such as automatic peer review—have become business as usual processes. We have also refined the use of caveats in advices to ensure clients are explicitly made aware of any limitations on the information or analysis in a client advice, such as policy matters for which there is limited information or substantial disagreement among experts.

We continue to develop ways to further refine our approach, as detailed elsewhere in the sections on increasing *Building our capacity* and *Enhancing client focus—face to face briefings.*

Proactive management of the Library collection

The Library maintains a carefully curated collection to meet the contemporary needs of the Parliament—such selectivity being enabled by the Parliament's ready access to the National Library of Australia's extensive holdings. The Library aims to keep the collection at around 145,000 monograph titles. It also holds around 50,000 individual print and electronic journal titles, including those contained in the large aggregated subscription services. New material is acquired, and outdated, damaged or redundant material is discarded regularly, while materials on Australian politics, legislation and constitutional matters are retained permanently.

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

Increasing digital access and service

Growth of online resources

The Library has, in recent years, increased the range of digital resources so that senators and members have access to this information regardless of time or location. By way of example, approximately 80 per cent of the collection budget was spent on electronic resources in 2018–19. The 2017 evaluation of Library services showed clients appreciated the move to online services and use of emerging technologies.[20]

The percentage of the Library's collection available in digital form increased from 45.5 per cent at the end of June 2018 to 46.2 per cent at the end of June 2019. A little over 90 per cent of titles in the serials collection, and 30 per cent of monograph titles are available in full text.

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

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20   Ibid, p5.

Better management of our digital collections

Increasing digital access and services remains a key priority. As part of its digital delivery strategy, the Library is working to ensure we have the necessary policy and procedures, ICT infrastructure, and staff capabilities to collect, preserve and deliver innovative digital content. The Library's *Framework for the Digital Delivery of Library Products and Services, Digital Preservation Framework* and *Digital Preservation Policy* were endorsed by the JSCPL at its 20 March 2017 meeting. The Library is implementing the strategic priorities identified in the frameworks and aims to complete activities by December 2020.

Achievements in 2018–19 included implementing EZproxy to allow greater access to Library products and services outside the parliamentary network, the completion of the digitisation of the Parliamentary Paper Series, the procurement of additional digital online newspapers and the recruitment of a Manager, Digital Resources position within Collection Management.

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

Library systems replacement

During 2018–19, the Library commenced a Library systems replacement project as a number of key contracts were due to expire in 2019. A Request for Tender was released on the 22 October 2018 for the provision of an Integrated Library System (ILS), a digital repository and a discovery and federated search solution. Tenders closed on the 26 November 2018.

After reviewing the tenders, the Tender Evaluation Committee recommended that a contract for the ILS and digital repository be awarded to SirsiDynix (the current provider) and a contract for the discovery and federated search solution be awarded to Ebsco Information Services. These contracts were finalised in July 2019.

The project offers an opportunity to improve the discoverability of Library information resources by providing a single discovery layer for print, digital and database content and will ensure Library systems are supported and fit-for-purpose—both in terms of our present requirements and the future strategic direction—with a strong focus on accessibility, discoverability and convenience for clients.

The ILS and digital repository will be upgraded and the discovery and federated search solution implemented during 2019–20.

Parliamentary Handbook online

Last year's annual report noted the completion of the Wadsworth database containing the digitised biographies of all Commonwealth parliamentarians since 1901 (numbering over 1,700), including information about their state and territory parliamentary service. The benefits of the database in serving the Library's research needs are already being realised. In 2018–19, the historical biographies were published in ParlInfo Search, providing public online access to this information for the first time, and supporting the provision of a wider range of historical information on the website.

In 2018–19 the Library also commenced work on a new, digital *Parliamentary Handbook*, which we expect to move into production next calendar year. Complementing the new edition of the printed Handbook to be issued for the 46th Parliament, it offers an enhanced and interactive experience for users. The online version of the *Parliamentary Handbook* will move into production in early 2020.

Library mapping services

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

The Library's mapping service remains popular with clients. During the 2018–19 financial year, the mapping team received 471 requests for mapping products, with the number of maps for each request ranging between 1 to 55 maps. Demand for maps fluctuates from year to year, reflecting increasing demand around the release dates of Census and election data.

TABLE 19: Mapping requests 2015–16 to 2018–19

Financial Year	Client Requests	Printed Maps	PDF Maps
2015–2016	568	1,585	1,175
2016–2017	442	1,715	1,723
2017–2018	500	1,437	2,764
2018–2019	471	1,425	2,956

Digitisation

Digitisation of the Library's collection, both contemporary and historic records, continued to be a major priority in 2018–19.

In 2014–15 the Parliamentary Library began a program of preservation digitisation of its information files dating from the 1950s to early 2000s, a unique collection of Australian political and public policy history still regularly used by clients, Library staff and occasional visiting scholars. Since 2014, the entire collection of approximately 10 million pages has been digitised: two million in 2014–15; two million in 2015–16; three million in 2016–17; 2.75 million in 2017–18; and the final 300,000 clips in 2018–19.

The digitised news clips are currently being quality assured and uploaded to ParlInfo Search. It is expected that all clips will be available in ParlInfo Search by December 2020, in line with the Library's 2020 vision for digital preservation. The Library met its 2018–19 KPI to quality assure and uploaded 20 per cent of the digitised files to ParlInfo Search and intends to achieve the same outcome in 2019–20.

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

Historic radio and television

Since 2014-15, the Library has also been digitising its large collection of radio and television news and current affairs programs. This collection of pre–2004 audio-cassette tapes and audio-visual tapes amounts to 55,000 hours of video footage and 38,000 hours of audio recordings. In many cases these are unique. During 2018–19, the Library digitised a further 9009 hours (9.7 per cent) of the collection, significantly exceeding its target to digitise 5 per cent of the collection. In total, 25,169 hours has been digitised since the commencement of this project.

Parliamentary Papers Series 1901–2012

In 2018–19 the Library completed its project to digitise the Parliamentary Papers Series (PPS) bound volumes from 1901 to 2012—some 25,000 reports amounting to around 2.4 million pages. (The project commenced in May 2016.)

The PPS comprises significant documents that have been formally presented to Parliament, and subsequently ordered to be printed; and so forms part of the public record of the proceedings in each Chamber. The PPS includes reports of parliamentary committees, Royal Commissions and other inquiries, Budget papers, annual reports of government agencies, white papers, and a variety of other material. As an original parliamentary record, the PPS is a core part of the Library's collection, and a key resource for its researchers. Digitisation of the PPS ensures it is preserved for the future and enables broader and easier access as it becomes available online as a series for the first time.

The PPS are now all digitised, quality assured and publicly accessible via ParlInfo Search.

A full set of TIFFs and metadata files is being provided to the National Library of Australia for ingestion into TROVE.

Library research data plan

As the world becomes more digitised, there are ever greater volumes of data available that can be used to provide insights into many public policy issues. This year the Parliamentary Library commenced a new project to expand our capabilities in data analysis. This will have several phases, ultimately involving systematic plans for the collection and storage of data, as well as the software and people skills to analyse it. In 2018–19, the project commenced with a stocktake of the Library's considerable data holdings. This information will provide the foundation for next stages in coming years.

Supporting the Parliament's engagement with the community and with parliamentary strengthening activities

National Reconciliation Week

Professor Tom Calma AO delivering the 2019 lecture

The Parliamentary Library initiated its National Reconciliation Week lecture in 2013 as a contribution to fostering understanding and respect for the histories and diverse, living cultures of Aboriginal and Torres Strait Islander peoples. This year's lecture was delivered by Professor Tom Calma AO, an Aboriginal elder from the Kungarakan tribal group and a member of the Iwaidja tribal group in the Northern Territory, and Co-Chair of Reconciliation Australia. Professor Calma spoke to the theme of Reconciliation Week 2019: 'Grounded in truth: walk together in courage'.

Collaborative partnerships

The 'First Eight' Project

In March 2018, the Presiding Officers officially launched 'The First Eight—Australia's early Prime Ministers', a collaboration between the Parliamentary Library, the National Museum of Australia, the National Archives of Australia, the Victorian Parliamentary Library, the Australian National University's Australian Studies Institute and Canberra historian Dr David Headon.

Work in 2018–19 focused on Australia's fourth Prime Minister, George Reid. The Library published a commemorative Flagpost Blog on Reid to mark the 100th anniversary of his death on 12 September 2018. Reid was the subject of centenary lecture at Australia House in London in September 2018, and a Parliamentary Library lecture in December 2018, both delivered by Dr Headon. The Library will publish the associated monograph in the 2019–20 financial year.

Work is also underway on a collection of Alfred Deakin's articles published anonymously in the London *Morning Post*, the first volume of which will also be published in 2019–20.

Fifty Great Acts project

This year, the Parliamentary Library began a joint project with the National Library of Australia to produce *50 Great Acts: Legislation that Changed the Nation*, a book that will showcase the important role of Parliament over time in shaping Australian society and institutions through milestone pieces of legislation. The Parliamentary Library will provide some of the underlying research, while the National Library of Australia will manage the detailed authorship, design and production as well as itself conducting research. We would like to also acknowledge the significant contribution by other parliamentary staff, from Hansard and the Department of the Senate, who prepared research briefs during the election period.

The book is expected to be published in 2020.

Regional engagement

Support to the Pacific Parliaments

In 2018–19, the Parliamentary Library participated in two United Nations Development Program (UNDP) missions to the parliaments of Vanuatu and Samoa as part of its 'Floating Budget Analysis' initiative. This innovative capacity building program enables Pacific parliamentary staff to enhance their skills by working together collaboratively and with staff from more established parliaments to undertake analyses of national budgets.

Parliamentary Library staff had previously participated in budget missions to Fiji.

The November–December 2018 mission to the Vanuatu Parliament comprised staff from the Australian Parliamentary Library (senior researcher Michael Klapdor) and the parliaments of Fiji, New South Wales, New Zealand and Tonga. The team for the May 2019 mission to the Samoan Parliament comprised senior researcher Juli Tomaras and colleagues from the parliaments of Fiji, Papua New Guinea, Tonga and Vanuatu.

Both teams worked with local staff to produce independent and non-partisan research and analysis of the respective country's national budget. The missions culminated in workshops open to all parliamentarians in which presentations on the budget process, the budget at a glance, and selected ministries were delivered to enable enhanced budget scrutiny.

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

APLAP was founded in 1990 to encourage cooperation and knowledge sharing between bodies that provide library and research services to parliaments in Asia and the Pacific. Throughout 2018–19, the Parliamentary Library worked closely with other members of the APLAP executive in preparation for its upcoming conference and General meeting in Tokyo in October 2018.

Delegates from 27 institutions across 21 countries attended the conference which was hosted by the National Diet Library as part of its 70th anniversary celebrations. The conference theme, 'Developing human resources for research services and parliamentary libraries', allowed delegates to present on the latest developments in staff training, strategic human resource planning and improving staff capacity to support parliamentary processes and provide specialised research services.

The Parliamentary Librarian ceased her term on the APLAP Executive at the 2018 General Meeting; however, the Library continues to administer APLAP's website and Facebook group.

Participants at the 2018 APLAP Conference, National Diet Library, Tokyo

International Federation of Library Associations and Institutions (IFLA)

IFLA is the leading international body for library and information services and its Library and Research Services for Parliaments Section (IFLAPARL) brings together specialist legislative information services from around the world. In 2018–19, the Parliamentary Librarian remained an active member of the Standing Committee administering IFLAPARL.

In addition to contributing to preparations for the IFLAPARL's annual meetings and training workshops, the Library has been part of a project to produce a revised and updated edition of the IFLA Guidelines for Legislative Libraries.

Other engagement

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

The Librarian and senior staff met with delegations from ASEAN member states and from the parliaments of: Ghana, Malaysia and Timor Leste; and presented to the participants of the 2019 Inter-parliamentary Study Program.

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

Summer Research Scholarship

The Parliamentary Library's Summer Research Scholarship offers post-graduate students the opportunity to undertake a research project at the Parliamentary Library. Scholars undertake a six-week placement in the Library during the summer academic break. They have access to the Library's collections and facilities, the opportunity to interact with expert librarians and researchers, and mentoring for their research project. Upon submission of their final report, scholars receive a small honorarium.

One scholarship was awarded in 2019, to Graeme Read, a PhD candidate at the Australian Centre on China in the World, Australian National University College of Asia and the Pacific.

As has now become tradition, the Presiding Officers hosted a reception in the Speaker's courtyard for the 2019 summer scholars from the Library and the national cultural institutions.

Parliamentary Library intern programs

Since 2014 the Library has been offering four-week placements for interns in the Research and Library Collections and Databases Branches. Fourteen interns have participated in the program in Library Collections and Databases (two in 2018–19), six of whom are currently employed in the Parliamentary Library following graduation (four ongoing and two in non-ongoing positions).

Research Branch hosted four interns in 2018–19, three under the Australian National Internship Program and one under the ANU College of Law program.

The Library also provides assistance to the wider cohort of interns placed in the Parliament, including access to the Library's databases and collections. The Parliamentary Librarian is also a member of the Commonwealth Parliamentary Internship Program Steering Committee.

Assistance to other parts of DPS

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 688 titles (62 in 2018–19), helping ensure that The Parliament Shop is the 'go to' place for politically themed books.

The Library also provided specialised indexing services to DPS for the 2017–18 annual report. The use of in-house Library skills to achieve this legislative requirement also met the Library's performance measure of supporting the Parliament's engagement with the community.

Strengthening our staff's capability

Restructure of the Library Collections and Databases Branch

In July 2018, a new structure in the Library Collections and Databases Branch was implemented. This restructure was the result of a 2017–18 review undertaken in close consultation with Library Collections and Databases Branch staff. (The restructure was budget neutral and did not result in any redundancies.) The restructure aimed to position the Library strategically to deal with rapidly evolving library technologies and systems, whilst still maintaining high quality business as usual activities.

In January 2019, Library Collections and Databases Branch staff were further consulted to gain feedback on the restructure and to determine if any further fine tuning was required.

The new structure has established two new sections: *Library Collections and Discovery and Library Systems, Projects and Innovation*. The *Library Collections and Discovery* section (combining the former Collection Management and Database and Media Services) has focussed on enhanced acquisition, management and organisation of Library collections and content and making them easily discoverable to Library clients. The *Library Systems, Projects and Innovation* section has focussed on enhanced digital delivery of library products and services and the Library's digital preservation priorities. The Central Enquiry Point section has remained unchanged.

The new structure has already realised many benefits: the completion of the Parliamentary Papers Series project, progression of the Wadsworth project, a successful Request for Tender for our Library systems, the achievement of branch key performance measures and the establishment of the Library Systems, Projects and Innovation Advisory Group.

Cyber working group

Many public policy issues do not sit neatly within the boundaries of a particular subject discipline, and insightful analysis requires multi-disciplinary expertise, and the digital world is a case in point. The Library this year created a working group to analyse cyber issues and includes research specialists from across Research Branch.

As its major focus in 2018–19, the group devised a program of publications that will continue into 2019–20. Under the auspices of the program, three Quick Guides and a Flagpost were published in 2018–19, and work commenced on several other publications. The completed and in-progress publications contributed to the Library's responses to client requests, as well as other Library publications, most notably the chapter 'The Digital World and its impacts' in the *Briefing Book: Key issues for the 46th Parliament.*

Strategic Workforce Plan

In 2018–19, the Library developed a strategic workforce plan to inform future capability requirements, ensure employees have the right skills, knowledge and experience to meet current and future challenges, foster a positive workplace culture and align the Library's strategic plan, business plan and budget to human resource strategy.

The plan will be implemented from July 2019.

Training and skills development

The value of the analysis and advice provided to our clients depends in large part on the professional skills and knowledge of the Library's staff.

In 2018–19 staff attended a wide variety of externally provided conferences and seminars but also participated in a full program of development activities held in-house. These included training courses covering statutory interpretation, writing for the library, editing skills, preparation of Bills Digests and two Study of Parliament courses (also open to non-Library staff). We have continued to host a program of in-house seminars run by visiting experts or colleagues, which this year numbered fifteen.

These activities are now also underpinned by the development in 2018–19 of the Research Branch knowledge and capability framework that provides a structured syllabus and associated training for staff of all levels of experience.

The Editors group continued its program of in-house seminars, which this year covered areas such as accessibility standards.

The Library continues to welcome the opportunity to send officers to the ANZACATT Parliamentary Law, Practice and Procedure (PLPP) Course, with one officer from Research Branch receiving excellent results. Five Library staff attended the 2019 Australian Library and Information Association (ALIA) Information Online conference. This conference focuses on managing digital resources, library systems and library innovation.

WORKFORCE ISSUES

At 30 June 2019, the Library's workforce comprised 155 staff:

* Office of the Parliamentary Librarian—8 employees (6.9 FTE)
* Library Collections and Databases Branch—59 employees (56.4 FTE)
* Research Branch—88 employees (75.3 FTE)

During 2018–19, the Library workforce:

* decreased slightly from 156 to 155 employees, and in FTE from 144.6 (at 30 June 2018) to 138.6 (at 30 June 2019), 34 (22 per cent) of whom were non-ongoing
* had a median age of 46 years (up slightly from 45 years in 2018).

Age profile

At 30 June 2018, 30 per cent of the Library's ongoing employees were aged 55 years and over; a further 26 per cent will move into that age cohort within the next 10 years. The age profile of the Library's ongoing employees remains considerably older than that of the Australian Public Service (APS); the proportion of ongoing employees aged 60 years and over (just over 13 per cent) is more than twice that of the APS (seven per cent).[21]

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 69 per cent in 2008[22] to 58 per cent in 2018, and fell slightly again to 55 per cent in 2019. However, the impact was felt strongly in the reporting period with eight age retirements.

Classification

Given the nature of much of the work undertaken in the Library, the classification profile remains concentrated at PEL 1, with 44 per cent of ongoing employees being at the level—the majority of whom are in Research Branch. In contrast, only 19 per cent of ongoing APS employees are at the equivalent EL 1.[23]

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

Another measure of classification profile is span of control: at June 2019, the Library had 12.2 ongoing employees at lower classifications for each PEL 2, compared with 10.6 for the APS.[24]

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21 Australian Public Service Commission (APSC), APS Statistical Bulletin December 2018, Table 23.

22 Department of Parliamentary Services Annual Report and Financial Statements 2007–08, p45.

23 APSC, op cit., Table 22.

24 APSC, op cit., Table 22.

Employment status

As noted earlier, the Library's non-ongoing workforce at June 2019 accounted for 22 per cent of all employees, unchanged from the previous 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 substantially higher than in the APS (ten per cent),[25] reflecting the sessional nature of many of our work patterns. The Library continued to maintain its temporary employment register to support this demand.

Recruitment

During 2018–19, there were 32 new external employees recruited—12 were ongoing and the remainder were engaged on a fixed-term or sessional basis.

- Research Branch recruited 20 new employees (10 ongoing and 10 non-ongoing)
- Library Collections and Databases Branch recruited 10 new employees (two on-going and eight non-ongoing)
- the Office of the Parliamentary Librarian recruited two new employees (both non-ongoing).

Separations

Thirty-three staff left the Library during 2018–19: 16 were ongoing employees, one was a secondee and the remainder were non-ongoing on fixed-term or sessional contracts.

For all staff, the separation rate was 21 per cent, an increase from 17 per cent the previous year, but similar to the 20 per cent recorded in the year ending 30 June 2017. For ongoing staff, the separation rate of 13 per cent was somewhat higher than that for the APS (nine per cent in 2018).[26] Half of these were age retirements (reflecting the Library's age profile).

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25 Ibid, Table 1
26 Ibid., Tables 1 and 48

TABLE 20: Separation by organisation unit

Separation method	Branch	Ongoing	Non-ongoing	Total
Age retirement	Research	7	1	8
	Library Collections and Databases		1	1
	Office of the Parliamentary Librarian	1		1
End of contract or end of temporary transfer from APS	Research		9	9
	Library Collections and Databases		4	4
	Office of the Parliamentary Librarian		1	1
Promotion or transfer to APS or Parliamentary Service	Research	1		1
	Office of the Parliamentary Librarian	1		1
Resignation	Research	4		4
Voluntary retrenchment	Research	1		1

PERFORMANCE REPORT

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

- Research Services: These services include responding to requests from individual parliamentary clients for information and research, and the production of print and electronic publications.

- Library Collections and Databases: Information services are provided to the Library's clients by acquiring and providing access to information resources, through the selection, processing and indexing of material for library and media databases in ParlInfo Search.

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

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

Progress in key projects identified in the Library's Business Plan 2018–19 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.

Methodology

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 (PS Act, section 38G). The KPIs in each Resource Agreement set out the outcomes and key deliverables for that year and also measure the:

- percentage of clients using the Library's services

- customer satisfaction

- number of completed client requests

- number of publications produced

- number of online uses of the Library's publications

- attendance at training courses and events

- timeliness of research and library services

- number of items added to the Library's Electronic Media Monitoring Service (EMMS) and ParlInfo data bases

- number of new titles added to the catalogue

- percentage of the collection available online, and

- use of the Library's collections and data-bases and the media portal.

The Library uses the RefTracker Information Request Management System to manage client requests and other client related work. This provides a rich array of client related data, including number of requests, usage, and timeliness. Satisfaction data is derived primarily from a formal evaluation of the Library's services conducted once in every Parliament, the most recent being undertaken in 2017. Data regarding the number of publications produced and the number of items added to the EMMS and ParlInfo Search databases is obtained from the Australian Parliament House website and ParlInfo Search. Data relating to visits to the Library client portal (intranet) are captured by Sitecore's engagement analytics. The Parliamentary Library currently uses Google analytics and Splunk web-analytics application to analyse statistics for use of publications and collection items. A manual count is used to report on attendance at training courses and events and new titles added to the Library catalogue. Reports generated from the ILS 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 ILS reports, Splunk data and vendor provided usage statistics.

Research services

The services contributing to this program are as follows:

- commissioned information, research and advisory services—these are tailored and confidential responses prepared following requests from individual parliamentarians and their staff, and other parliamentary clients and
- general distribution publications (publications)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include the *Parliamentary Handbook, Briefing Book,* Budget Review, Bills Digests, Research Papers, Quick Guides and FlagPost blog posts. Publications are available to clients and the public, through the Internet.

Client requests

During 2018–19, 100 per cent of the Library's primary clients (parliamentarians' offices, including ministers' offices) used the client request service at least once, a considerable achievement given the number of new senators and members taking their seats during the financial year.

The 'number of client requests' target is a demand driven indicator, representing a best estimate of how many requests the Library expects to complete annually. Complex, multi-part requests are generally recorded as a single client job although they may require significant and discrete input from researchers in different sections.

The Library answered 10,299 individual client requests in 2018–19, below its target of 13,000, and below the 11,600 or so requests completed in the previous two financial years. The outcome reflects the nature of the 2018–19 parliamentary calendar (with relatively few sitting days between late February and April) and the prorogation of the 45th Parliament and dissolution of the House of Representatives on 11 April. (The use of research services is heaviest when Parliament is sitting.)

TABLE 21: Research services

Deliverable	Measure	Performance			
		2015–16	**2016–17**	**2017–18**	**2018–19**
Individual client requests	Percentage of primary clients using the service Target: 100%	100%	100%	100%	100%
	Number of individual client requests completed Target: 13,000	13,113	11,681	11,656	10,299
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the *Parliamentary Handbook*, through ParlInfo and the Internet Target: 4m	6.74m	6.4m	7.2m	7.9m
Publications	Number of publications produced Target: 260	267	280	295	385
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues Seminars) Target: 500	729	1,101	803	688

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

TABLE 22: Research services—price indicators

Deliverable	Measure	Performance			
		2015–16	**2016–17**	**2017–18**	**2018–19**
Cost of research services	Average cost per individual client request	$527.22	$556.39	$562.03	$598.41
	Average direct cost per self-service client request (staff time only)	$0.11	$0.16	$0.12	$0.12

2018–19 saw the continuation of the trend towards fewer but increasingly complex client requests. As illustrated in the graph below, Library data continues to show an overall decline in the number of completed client requests of 60 per cent per FTE between the financial years 2000–01 and 2018–19. However, while year-to-year outcomes vary, over the same period there has been an overall increase in the average amount of time spent per FTE on individual requests. The average amount of time per FTE per request in 2018–19 was 4.2 hours, over two and half times the 2000–01 figure of 1.5 hours.

FIGURE 17: Client requests—relative indicators
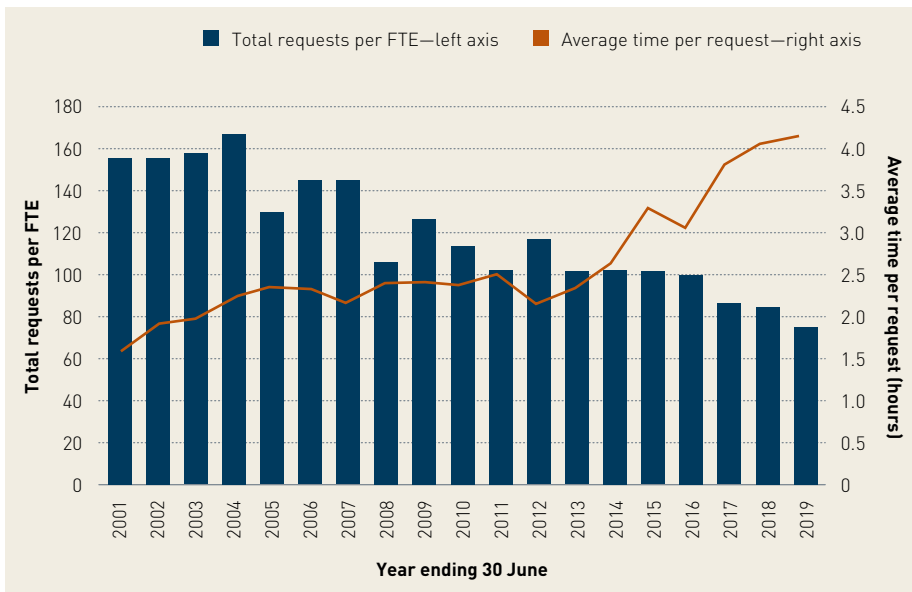
The Library will continue to monitor usage closely and consult with clients to ensure services are appropriately targeted. In particular, a targeted program of client outreach has been planned for the early weeks of the new Parliament.

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 2018–19, the Library issued 385 new or revised research publications. Hours spent on publications increased by 3.9 per cent to 19,100 (compared to 18,418 hours the previous financial year).

The Library published 80 Bills Digests in 2018–19, as compared to 133 in 2017–18. The low number reflects the reduced number of sitting weeks and the lapsing of 29 bills on prorogation of the Parliament and dissolution of the House of Representatives. Two digests were produced on private senators' or members' Bills. Twenty six digests were not published in time for debate in the first chamber. Digests were not produced for 40 Government Bills. Of these:

- two passed both Houses on the day of introduction
- four passed within one day of introduction, and
- four passed within a week of introduction.

Flagposts were published on 10 of these Bills.

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

FIGURE 18: Distribution of client service hours by service type 2018–19
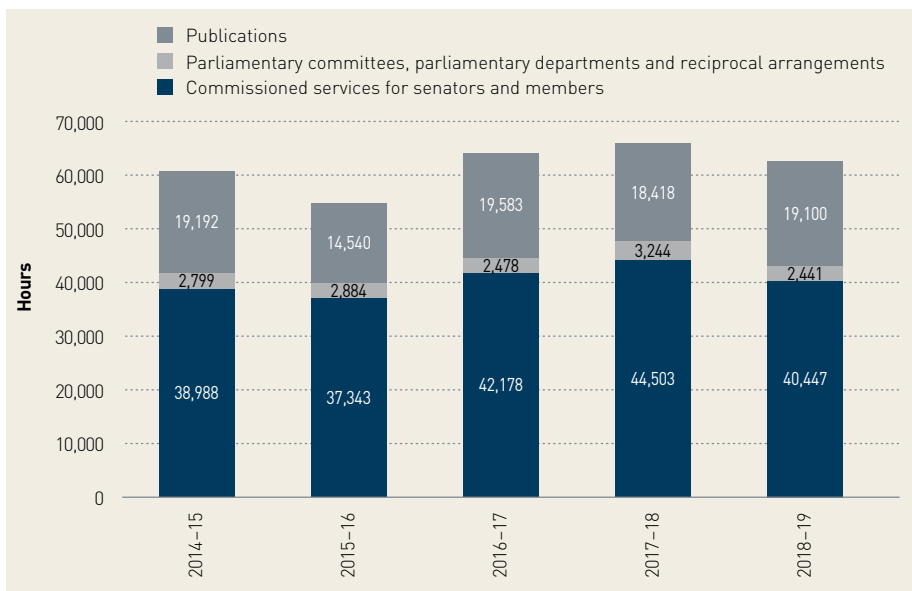
Client training and seminars

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

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

The Library supplements its regular one-on-one training with other training programs including 'drop in' sessions in the Senators and Members Reading Room during sitting weeks. In 2018–19, four sessions were offered on news services, new releases of Census data, e-books, and the new ParlMap service.

One of the recommendations of the Client Service Evaluation 2015 was that the Library focus more on providing orientation and training, and consider conducting some of these in other capital cities to make it easier for electorate staff to attend. The Library continued its program of electorate office visits, visiting 20 offices in Victoria, New South Wales and the ACT, meeting its target for the financial year.

In 2018–19, the Library also continued its program of consultation and outreach to parliamentary committees.

The Library continued to deliver a program of lectures and seminars bringing notable speakers to the Parliament to give parliamentarians and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics. In addition to the Budget seminars, the Library hosted the following lectures and seminars for clients:

- *National Reconciliation Week lecture: 'Grounded in truth: walk together in courage'*, Professor Tom Calma AO, Co-Chair Reconciliation Australia
- *Forgotten founder—George Houstoun Reid*, Dr David Headon
- *The National Disability Insurance Scheme: is it meeting its objectives?*, Helen Dickinson, UNSW Canberra
- *Rising Inequality? A stocktake of the evidence*, Jonathan Coppel, Productivity Commission
- *Section 44—Office of profit under the Crown,* Professor Anne Twomey, University of Sydney
- *Developments on the Korean Peninsula,* Dr Euan Graham, Senior Fellow, Lowy Institute
- *Cybersecurity and electoral integrity,* Tom Uren, Australian Strategic Policy Institute
- *Tech briefing: New Genetic Technologies,* Dr TJ Higgins, Australian Academy of Science
- *Tech briefing: Blockchain technologies,* Rob Hanson, ANU and Data61.

Most lectures are available for download from the Australian Parliament House website.

Client satisfaction with requests and publications

TABLE 23: Research services—key performance indicators

Deliverable	Measure	Performance			
		2015–16	**2016–17**	**2017–18**	**2018–19**
Client satisfaction with requests and publications	High level of customer satisfaction Target: 95%	93%[27]	93%[28]	94%[29]	94%[30]
	Client service delivered to timeliness service standard Target: 90%	90.4%	97.9%	99.33%	99.71%
	Number of complaints from clients remains low	2	1	2	0

The 2017 client service evaluation found the general response to the Library was very positive. Satisfaction among senators, members, and their staff is high at 94 per cent (though slightly below the target of 95 per cent), with 97 per cent of senators and members indicating they would recommend the Library's services to a colleague. Pleasingly, since the last evaluation in 2015, the percentage who were extremely satisfied increased by five per cent (to 50 per cent), and the number dissatisfied decreased to only one per cent (compared to five per cent in 2015).

Most respondents considered Library staff to be hard-working, professional and friendly and the services to be of a high quality. Clients valued the Library's independence and its capacity to provide analysis; and regarded the Library very highly as a source of trusted information. It was found to perform strongly on issues of balance, impartiality and confidentiality. There was also a significant and welcome increase in the number of respondents who thought the Library's performance had improved. Reasons given for this included the time taken to understand individual requests, innovation, promotion of Library services, and building of relationships.

This is consistent with spontaneous feedback received from clients throughout the reporting period.

The Library received no complaints in 2018–19.

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

28 Ibid.

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

30 Ibid.

Library Collections and Databases

The services contributing to this program include:

* the Library collection—development of the collection to meet users' needs and provision of access through the catalogue and ParlInfo Search

* online full-text content such as news clippings

* media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to senators and members for their parliamentary duties

* commercial databases—including online full-text journal and newspaper services available through the Library Client Services' portal and the Senators' and Members' Services Portal, and

* client services including the Central Enquiry Point and self-help services.

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

TABLE 24: Information access services—deliverables

Deliverable	Measure	Performance			
		2015–16	**2016–17**	**2017–18**	**2018–19**
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo databases Target: 150,000	177,644	168,788	175,249	189,766
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue Target: 5,000	7,318	6,575	6,378	5,756
	Percentage of titles (books and serials) in Library's collection available to clients online in full-text Target: 46%	41.2%	42.2%	45.5%	46.2%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio and television programs from the Electronic Media Monitoring Service, and from ParlInfo databases Target: 4 million searches	4.44m	3.81m	3.95m	4.34m

TABLE 25: Information access services—price indicators

Deliverable	Measure	Performance			
		2015–16	2016–17	2017–18	2018–19
Cost of information services	Average cost per item added to the Library's collection	$155.81	$152.91	$162.93	$137.54
	Average cost per item added to the Library's databases	$17.47	$17.85	$14.62	$16.34
	Average cost per use of the Library's databases and collection	$1.57	$1.85	$1.59	$1.56

Material added to Library databases

In 2018–19, the Library selected and indexed approximately 10,071 newspaper clippings a month, up from an average of 9,231 a month in 2017–18. Of all the Library databases that are indexed for ParlInfo Search, the newspaper clippings accounted for 94 per cent of the indexed content.

Since the introduction of the automated Library Authoring System and Thesaurus (LAST) in 2010, the Library has been able to publish the latest newspaper clippings in ParlInfo Search, as well as produce the senators' and members' news clips of the day by 7:30am. Data shows that the introduction of LAST significantly improved the Library's productivity in the selection and indexing of newspaper clippings.

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 5,756.

The percentage of titles available online (full-text) increased from 45.5 per cent to 46.2 per cent, meeting the year's target.

Use of the Library's collection and databases

The target figure of four million uses of the Library's collection and databases was exceeded with 4.34 million uses being reported. This is the first year the KPI has been met since 2015–16. The increase in 2018–19 reflects the expansion of digital newspapers and clients accessing these through the Library.

FIGURE 19: Use of the print collection
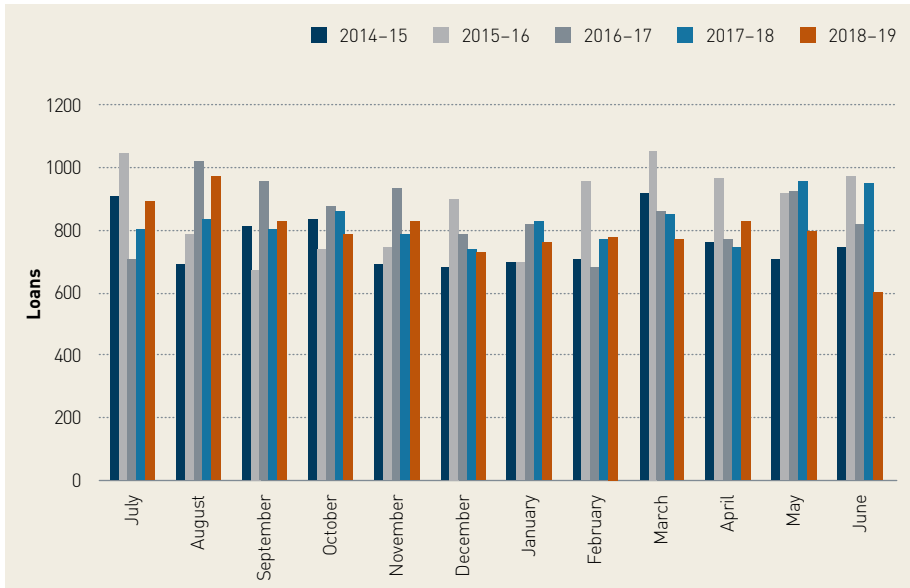
Use of the print collection remained stable with a total of 9,557 loans during 2018–19 (compared to 9,913 in 2017–18). The 2017 client evaluation of Library services found that use of the Library's print collection has fallen slightly from 85 per cent in 2015 to 75 per cent in 2017 (after increasing significantly from 61 per cent in 2012).

Though still quite low when compared to usage of the print collection, ebook usage increased slightly during 2018–19, with 1,244 loans being processed (compared to 1,100 the previous financial year). Overall, the proportion of print versus electronic loans during 2018–19 was 88.5 per cent print and 11.5 per cent electronic. In 2017–18 it was 90 per cent print and 10 per cent electronic. This increase may be attributable to the Library's increased promotion of the ebook services and the promotion of the EZproxy system which provides a more seamless (single sign-on) access to our subscribed ebook collections outside the PCN.

TABLE 26: Subprogram 2—collections and databases—key performance indicators

Deliverable	Measure	Performance			
		2015–16	**2016–17**	**2017–18**	**2018–19**
Client satisfaction with collections and database services	High level of customer satisfaction Target: 95%	93%[31]	93%[32]	94%[33]	94%[34]
	Number of urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard Target: 100%	100%	100%	100%	100%
	Senators' and members' offices using the iSentia Mediaportal Target: 90%	89%	96%	99%	99%
	Senators' and members' offices using social media monitoring service (new KPI 2016–17) Target: 45%	–	56%	66%	70%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard Target: 95%	94.7%	94.4%	99.07%	95.8%
	Number of complaints from clients remains low	0	1	0	0

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

32 Ibid.

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

34 Ibid.

Client satisfaction with Library Collection and Databases

See the discussion on client satisfaction indicators at page 117.

Cataloguing

The key performance indicator for 'urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard' measures timeliness in relation to cataloguing items obtained as a result of direct client requests (with a turnaround deadline of 24 hours). These items are classed as urgent and are catalogued as a priority by Library staff.

The cataloguing team met both its timeliness target for direct client requests and exceeded the target (5,000) for the number of new titles (books and serials) added to the Library's catalogue by processing 5,756 titles. The team also exceeded its target of 85 per cent for adding routine items (those selected by the Library's Acquisitions staff) to the catalogue within the two week service standard, with 100 per cent of material being added within this time-frame.

Expansion of news services

The Parliamentary Library provides a comprehensive news service to clients. The Library is proactive in its endeavours to enhance its news services within its available budget. Several services that were procured in 2017–18 were successfully implemented in July 2018, these included: the Front Pages service that conveniently bundles all daily front pages of national and metropolitan newspapers; access to Analytics, another service available through the iSentia MediaPortal that provides quantitative analysis tools for measuring media coverage and; IP access to The West Australian. These services performed well over the past 12-months and have seen good usage by clients. During 2018–19 the news services were further expanded to include online access to *The Canberra Times.*

The Library has had a strong focus on broadening the scope of news services for the Parliament and making them more convenient to access. The costs for online news services for the Parliament are funded as business as usual through the Information Resources allocation. In 2018–19, the Library spent $0.746 million on all its news services. This includes online news services, news databases and hardcopy newspapers located in the Newspaper Reading Room.

iSentia MediaPortal

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

Use of this service has grown significantly since it was introduced in 2013–14. As of 30 June 2019, 99 per cent of clients have a logon to this service, well above the target of 90 per cent. These users have received over 1,440 email alerts per month.

Social media monitoring

iSentia retired its BuzzNumbers product in December 2018. The service was conveniently rolled into the iSentia MediaPortal allowing consolidated access through a single interface. The MediaPortal now provides access to social media commentary from assorted blogs, Twitter and Facebook. Users can ask iSentia to set-up searches to monitor particular areas of interest and receive alerts. During the year 70 per cent of senators and members offices made use of the Library's social media monitoring services (target 45 per cent).

Performance

The news services' KPI in table 26 above combines the performance outcomes of the daily press clips service and Electronic Media Monitoring Service against their individual performance benchmarks or standards. Performance against this KPI was excellent, with both teams overall achieving 95.8 per cent against a target of 95 per cent.

FINANCIAL REPORT

Budget (Resource Agreement)

Resource Agreement 2018–19	$
Operational funding	**15,613,010**
Capital funding	**3,033,105**
Total	**18,646,115**

Expenditure against budget (Resource Agreement)

	2018–19	2018–19
	Budget ($)	Actual ($)
Expenditure—Operating appropriation	**15,613,010**	**15,693,245**
Employee (including entitlements)		
Research Branch	9,356,675	8,771,630
Library Collections and Databases Branch	2,909,276	3,188,200
Office of the Parliamentary Librarian	1,020,820	989,923
Total employee	**13,286,771**	**12,949,753**
Collection (information resources)	1,971,496	2,305,916
Other expenses	280,568	353,009
Asset maintenance (software licences/maintenance)	74,175	84,567
Total operational expenditure	**15,613,000**	**15,693,245**
Expenditure—Capital	**3,033,105**	**2,827,948**
Summary by organisational unit (operational + capital)		
Parliamentary Librarian	1,081,184	1,044,379
Research Branch	9,172,986	9,019,172
Library Collections and Databases Branch	8,391,945	8,457,642
Total expenditure including capital funding	**18,646,115**	**18,521,192**

TABLE 29: Revenue

	2018–19	2018–19
	Budget ($)	Actual ($)
Revenue (Inter-Library Loans)	-9,600	-9,366

Capital Expenditure against budget (Resource Agreement)

TABLE 30: Capital Expenditure against budget (Resource Agreement)

DPS Capital Budget allocation by project	2018–19	2018–19
	Budget ($)	Actual ($)
Collection	320,000	439,492
Capitalised salaries—acquisition management	300,000	490,143
Other capital—*Parliamentary Handbook* database and handbook	50,000	20,900
Small Library systems	170,000	266,336
Digitisation capitalised salaries[35]	712,428	457,612
Digitisation of *Parliamentary Papers Series*	0	210,000
Library databases news clips	130,677	137,386
Library databases capitalised salaries	860,000	741,274
EMMS date remediation	90,000	8,336
Integrated Library System Project	400,000	56,469
Total	**3,033,105**	**2,827,948**

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35 This amount includes $120,000 that represents final payment to The Information Management Group Pty Ltd for digitalised materials. The budget for this was carried over from 2017–18 and shown as part of the total 2018–19 budget of $712,428.

GOVERNANCE

5

INTRODUCTION

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

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

The Presiding Officers act jointly in exercising their responsibilities in relation to DPS under the PS Act. The Presiding Officers also have 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 DPS in a way that promotes the:

- proper use and management of public resources for which DPS is responsible

- achievement of the purposes of the entity, and

- financial sustainability of the entity.

The Secretary delegates some powers to certain staff. These are outlined in DPS' financial and human resource delegations. In addition, the Secretary has established an organisational structure that clearly reflects accountabilities and the areas of responsibility assigned to senior DPS staff.

The Parliamentary Library's services are established under the statutory office of the Parliamentary Librarian, whose primary function is 'to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles.[36] The Secretary of DPS provides resources to the Parliamentary Librarian in accordance with an annual agreement. The Parliamentary Librarian reports directly to the Presiding Officers and to the Parliament. She also reports to the Joint Standing Committee on the Parliamentary Library (JSCPL).

The Library is also subject to scrutiny by the Senate Finance and Public Administration Committee as part of regular Senate estimates hearings.

Our governance structure for the reporting period is set out in Figure 20. It contains two streams: committees and boards advising the Presiding Officers; and committees and meetings advising the Secretary.

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

TABLE 31: 17AE (1)(aa) (i)–(iii)—Accountable Authority

Details of Accountable Authority during the reporting period Current Report Period (2018–19)

Name	Position Title/ Position held	Period as the accountable authority or member	
		Date of Commencement	Date of cessation
Rob Stefanic	Secretary DPS	December 2015	N/A

FIGURE 20: DPS Governance Structure
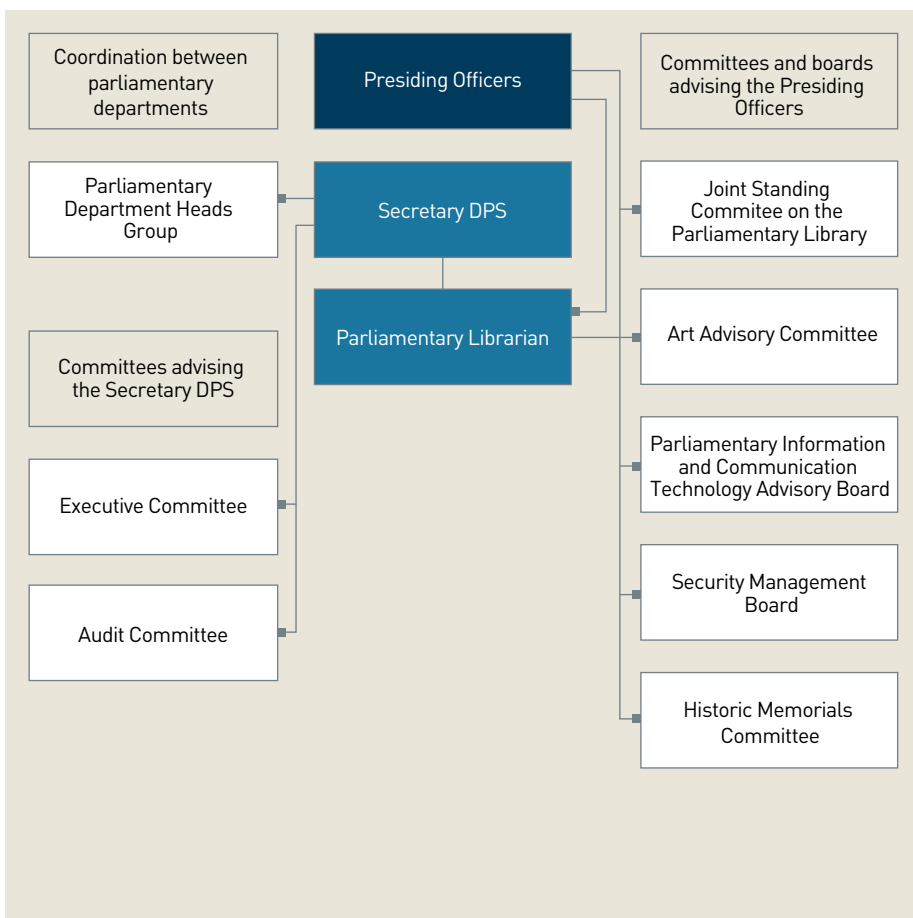
Committees advising the Presiding Officers

The information below shows committee membership at 30 June 2019 and activity for the year.

Security Management Board (SMB)

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

Chair: Secretary DPS

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

Invited attendees include the Department of the Prime Minister and Cabinet, the Department of Finance, and the Attorney-General's Department.

The board met seven times during 2018–19.

Joint Standing Committee on the Parliamentary Library (JSCPL)

Details on the JSCPL can be found at pages 88–89.

Parliamentary Information and Communication Technology Advisory Board (PICTAB)

The role of PICTAB is to provide advice and guidance on:

* the delivery of the *Australian Parliament Digital Strategy 2019–2022*
* the overall strategic objectives and required outcomes to the Chief Information Officer, and
* strategic ICT issues.

Chair: Secretary DPS

Members:

* three representatives each from the Government, Opposition and Crossbench, and
* one senior executive representative from the Department of the Senate, the Department of the House of Representatives, the Parliamentary Budget Office and the Parliamentary Service Commissioner.

Matters considered in 2018–19 included:

* the End User Workspace program to deliver an Office 365 and Windows 10 Cloud solution
* oversight of the new *Australian Parliament Digital Strategy 2019–2022*
* the creation of a Cyber Security Operations Centre in 2018–19, and
* parliamentary business ICT resources.

The board met four times in 2018–19.

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

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

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

Matters considered in 2018–19 included:

- the purchase of 12 works of art
- the consideration of a number of gifts offered to the collection, and
- the development of a new policy framework for the management of the collection.

The committee met once during 2018–19.

Historic Memorials Committee (HMC)

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

Chair: the Prime Minister

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

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

In 2018–19, the HMC conducted all relevant business via correspondence.

Committees advising the Secretary

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

Executive Committee

The Executive Committee (EC) is the primary governance board for DPS. The EC considers the 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 the management of the department delegated by the Secretary.

Chair: Secretary DPS

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

The EC meets fortnightly.

DPS Audit Committee

The DPS Audit Committee provides independent advice and assurance to the Secretary on the appropriateness of DPS' financial and performance reporting responsibilities, system of risk oversight and systems of internal control and compliance.

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

Chair: Mr Michael Harris (independent Chair—reappointed 9 July 2018).

Members: Mr Allan Gaukroger (independent Deputy Chair—appointed in November 2018), Mr Richard Windeyer (Independent Member), Ms Leanne Tunningley, (DPS official—appointed in May 2019) and Mr Constantinos Sfyris (DPS Official—appointed in May 2019).

During 2018–19, the terms of four audit committee members ended: Ms Jenny Morison in September 2018, Mr Jonathan Curtis in March 2019 and Mr Paul Cooper on retirement in April 2019.

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

In 2018–19, the committee met five times, including a meeting to consider the department's financial and performance statements. Table 32 shows the members' attendance for 2018–19.[37]

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37   Apologies were received from absent members.

TABLE 32: DPS Audit Committee attendance

Member	Meeting attendance
Mr Michael Harris—Chair	5/5
Mr Allan Gaukroger—Deputy Chair	3/3
Mr Richard Windeyer—Independent Member	3/5
Ms Leanne Tunningley—DPS Official	1/1
Mr Constantinos Sfyris—DPS Official	1/1
Ms Jenny Morison—Deputy Chair	2/2
Mr Paul Cooper—DPS Official	2/4
Mr Jonathan Curtis—DPS Official	3/4

Coordination between Parliamentary Departments

Parliamentary Department Heads

The Parliamentary Department Heads meet on a quarterly basis to identify opportunities for collaboration, consideration and decision-making, strengthening the effectiveness of the parliamentary administration.

The Forum reflects a commitment by the parliamentary departments to work together to support our common purpose of supporting Australia's Parliament and parliamentarians.

Chair: 12 month rotation

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

The group met four times during 2018–19.

Our internal audit arrangements

Primary responsibility for departmental internal audit functions rests with the Head of Internal Audit (HIA), the Assistant Secretary, People and Governance Branch. The HIA manages the provision of independent assurance to the Secretary and Executive Committee, through the DPS Audit Committee, and ensures that internal controls operate in an efficient, effective and ethical manner. The HIA also implements the annual internal audit program, endorsed by the DPS Audit Committee and approved by the Secretary. The focus of the annual internal audit program is to assist the department in managing operational or financial risks and to provide assurance as to whether key projects, systems and governance structures operate as intended. The implementation of recommendations from the internal audit program is reported to the Executive Committee and the DPS Audit Committee regularly. The internal audit work plan is reviewed for relevance and applicability by the DPS Audit Committee at the mid-year point, and any subsequent amendments are recommended to the Secretary for approval. The HIA also manages liaison with the ANAO as the external auditor.

Under its outsourced service delivery model, DPS has engaged KPMG to provide internal audit services. During 2018–19, the internal audit program was delivered in line with the annual internal audit plan.

Our planning and reporting framework

DPS continues to strengthen its internal planning, processes and controls to support broader corporate planning requirements.

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

The *2018–19 Corporate Plan* is based on the commitments DPS made in the Portfolio Budget Statement (PBS) for 2018–19, including performance criteria, performance measures and targets. The *2018–19 Corporate Plan* is aligned with the 2018–19 PBS through DPS' outcome statement, objectives and deliverables.

The corporate plan is underpinned by divisional and branch business plans outlining how each branch will contribute to the achievement of DPS' purpose. These key documents are then linked to individual work plans, which clearly articulate expectations of managers in contributing to the achievement of our purpose in the corporate plan.

DPS has developed a *2019–20 Corporate Plan* to guide our work for the coming financial year.

FIGURE 21: DPS Framework Overview

Parliamentary priorities and legislation framework	• *Public Governance, Performance and Accountability Act 2013* • *Parliamentary Service Act 1999* • Portfolio Budget Statements • Accountable Authority Instructions • Commonweath Procurement Rules • Financial and Human Resource Delegations • Parliamentary Library Resource Agreement
DPS purpose, objectives and policies	• DPS Corporate Plan • Risk Management Policy and Framework • DPS HR Performance Measurement Framework • Parliament of Australia ICT Strategic Plan • Parliamentary Library Strategic and Business Plans
DPS strategic and business plans	• Financial Outlook Plan and DPS Budget • Branch Business and Risk Management Plans
Individual behaviours, performance plans and agreements	• Individual work plans • PS Values and Code of Conduct • The DPS Enterprise Agreement

How to manage risks

DPS improved its risk management capability in 2018–19 by maturing its risk appetite statement. This is supported by a risk management policy and framework, and associated risk templates and reference documents to help inform staff of their risk management obligations and to provide practical guidance to documenting risk appropriately. Elements that contribute to a positive risk culture that help us achieve our purpose are:

- Executive Committee support and drive the adoption of the *DPS Risk Management Framework*

- managers promote and implement the framework.

- benefits of risk management are well communicated

- analysis and innovation in the management of risk is encouraged in order to understand the benefits and risks of new activities, and

- risk management is integrated with other key processes and systems, including procurement, business planning and performance management, ensuring that risk management is part of everyday decision making.

Risk management underpins DPS' strategic planning and business planning decision-making processes. Consideration of risk in planning and investment decisions provides a rational basis for determining future development priorities and allows DPS to be more responsive to risks and uncertainties, economic constraints and changing priorities, and to identify opportunities to leverage innovative approaches from stakeholders or whole-of-government initiatives.

FIGURE 22: DPS Risk Management Framework
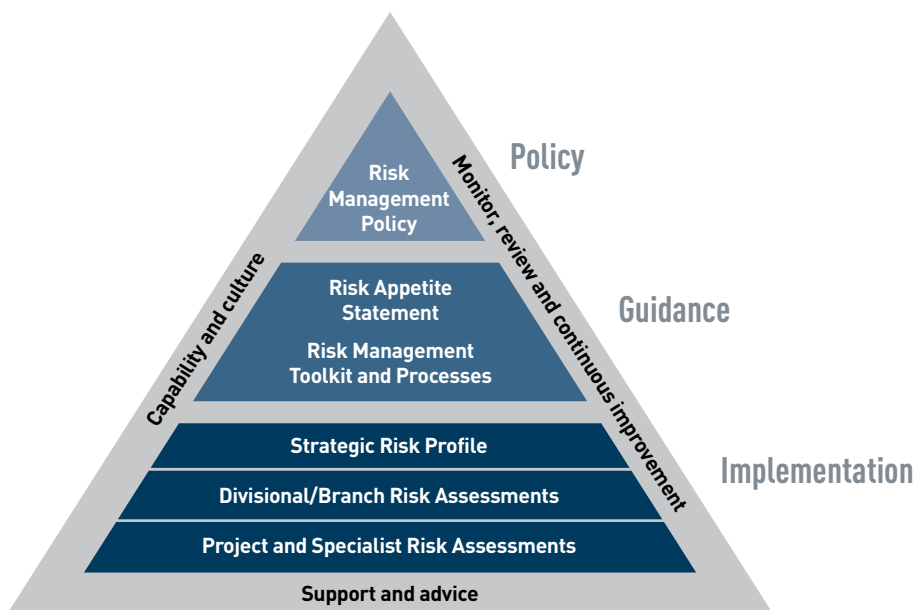
Strategic risks and risk appetite

The strategic risks were revised as part of the annual risk management framework review. In February 2019 a new risk appetite statement was developed resulting in eight strategic risks. The strategic risks articulate the key risks DPS faces that could impact on our ability to achieve our purpose, strategic themes and objectives. The strategic risks are identified and managed by senior officers, with ownership of the risks at the DPS Executive Committee level.

The risk appetite statement articulates the amount and type of risks DPS is willing to accept to achieve our objectives. It supports a shared understanding of our attitude to risk taking, both within DPS and with our stakeholders to enable informed and transparent decision-making.

Operational risks

During each branch business planning cycle a risk assessment is integrated into the planning process to ensure that risk management is embedded in business as usual activities and to further build risk management capability within DPS.

Comcover Risk Management Benchmarking Survey

DPS participated in the Comcover 2019 Risk Management Benchmarking Survey. This survey measures Commonwealth agencies' risk management capability maturity over the nine elements contained in the Commonwealth Risk Management Policy. DPS achieved an overall maturity rating of 'Advanced', which is consistent with the result achieved in 2018.

Business Continuity Management

Throughout 2018–19, DPS implemented the Business Continuity Management framework, including:

- updating the Business Continuity Management Policy and Framework, Strategic Executive Response Plan and Tactical Executive Response Plan to incorporate learnings from the exercises
- facilitating exercises, including desktop exercises in conjunction with other parliamentary departments, and
- continued development of individual business recovery procedures and other associated documents.

In 2019–20, DPS will progress the work plan developed as part of the Business Continuity Management Framework and continue engagement with other parliamentary departments and stakeholders.

How to prevent fraud

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

The department's established fraud and corruption control framework was developed in accordance with the *Commonwealth Fraud Control Framework 2017* and is reviewed every two years.

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

Fraud awareness training is available on the DPS Learning Management system. As at 30 June 2019, 97 per cent of DPS staff had completed this training.

In 2018–19, DPS undertook a number of activities related to fraud control, including reviewing fraud risks and undertaking the biennial fraud risk assessment and updating the DPS Fraud and Corruption Control Framework.

In 2018–19, no fraud investigations were undertaken and seven potential fraud incidents were reported to the fraud control officer. In three of the reports, the allegations were substantiated and those matters were treated administratively. For the remaining four reports, the allegations were not substantiated and no further action was required.

Ethical standards and behaviours

DPS is committed to the standards of integrity, good governance and ethical practices reflected in the *Parliamentary Service Act 1999*.

DPS takes all alleged breaches of the Code of Conduct seriously and manages these in accordance with its policies. The majority of complaints received were handled through local management action or preliminary investigation. The department finalised three Code of Conduct investigations during 2018–19, resulting in the determination of three breaches of the Code of Conduct.

Public Interest Disclosure Act 2013

The Commonwealth's *Public Interest Disclosure Act 2013* (PID Act) promotes integrity and accountability in the Australian public sector by encouraging the disclosure of information about suspected wrongdoing, protecting people who make disclosures and requiring departments and entities to take action.

DPS continues to provide readily accessible information to staff about the PID Act, including links to information provided by the Commonwealth Ombudsman, available via the department's website.

In 2018–19, there were four DPS appointed Authorised Officers approved to handle public interest disclosures.

Statement of significant non-compliance with the finance law

In 2018–19, DPS did not report any significant issues to the Presiding Officers under paragraph 19(1)(e) of the PGPA Act that related to non-compliance with the finance law in relation to DPS.

EXTERNAL SCRUTINY

DPS operations are subject to scrutiny from a number of sources, including the ANAO, judicial decisions, decisions of administrative tribunals and various parliamentary committees. This section reports on inquiries, audits, reviews and legal actions relevant to DPS in 2018–19.

Reports by the Australian National Audit Office

In 2018–19, the ANAO tabled one report in parliament in relation to financial statement audits involving the department:

- Report No. 19, 2018–19: *Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2018*, tabled 17 December 2018, and
- Report No. 46, 2018–19: *Interim Report on Key Financial Controls of Major Entities*, tabled 13 June 2019.

Parliamentary Committees

Senate Finance and Public Administration Legislation Committee

DPS appeared before Senate Finance and Public Administration Legislation Committee Estimates hearings on 22 October 2018, 18 February 2019 and 8 April 2019. During 2018–19 the department responded to 139 questions on notice.

Judicial decisions, decisions of Administrative Tribunals

During 2018–19, there were no judicial or administrative tribunal decisions relating to DPS.

Freedom of Information (FOI)

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

Office of the Merit Protection Commissioner

During 2018–19, there were two applications for review made to the Office of the Merit Protection Commissioner.

Fair Work Ombudsman

During 2018–19, there was one matter referred to the Fair Work Ombudsman for review and resolution was achieved prior to conciliation.

Fair Work Commission

During 2018–19, there were no applications lodged by a DPS employee in the Fair Work Commission for review.

OUR PEOPLE

During 2018–19, DPS restructured the human resource function to provide a stronger focus on employee wellbeing, performance and conduct, organisational culture and capability. The restructure followed the successful integration of the payroll function into the Corporate Business Operations Centre. The Health and Recreation Centre (HRC) also transitioned from the Parliamentary Experience Branch to the People and Governance Branch to better align with other work health and safety functions. The HRC is enhancing service offerings with a number of new initiatives planned for 2019–20. These changes mean that DPS will continue to achieve the right balance between people strategy and operations that reflect contemporary people management practices.

Employee engagement was a major focus for 2018–19. A number of focus groups were held with staff from across DPS to better understand the nature of the drivers of staff engagement in DPS. The focus groups identified that a key strategy to improve staff engagement would be to create opportunities to increase staff collaboration and to continue to build capability.

DPS also introduced a new online training program to help DPS staff work consistently in accordance with the Australian Parliamentary Service Values, Employment Principles and Code of Conduct. Team Leader training and support has been enhanced in the Parliamentary Security Service, resulting in a renewed focus on how values shape leadership, behaviour and performance. The leadership training will be delivered across the department.

Approaches to change management were strengthened through greater collaboration across DPS. This includes commencing the development of the DPS Accessibility and Inclusion Action Plan, formed by a multi-disciplinary DPS staff working group.

A Workforce Diversity Calendar has been developed to ensure that all DPS staff demonstrate the appropriate levels of awareness and confidence in order to contribute to maintaining a safe and inclusive workplace.

DPS Workforce performance

As at 30 June 2019, DPS[38] employed 1,041 staff (including staff on leave, secondment and inoperative staff), all based in Canberra. The DPS workforce comprised 833 ongoing employees (80 per cent) and 208 non-ongoing employees (20 per cent). Of the 208 non-ongoing employees, 119 are engaged for a 'specified term or a specified task' and 89 are engaged in 'irregular or intermittent' (casual) duties, as shown in Figure 23.

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38 The workforce statistics contained in the following tables are based on information from the DPS Payroll system as at 30 June 2019. The workforce report data was extracted on 12 July 2019. Workforce figures provided apply to the 2018–19 financial year. The workforce profile data includes all DPS employees (including employees on leave, secondment and inoperative staff) and excludes all contractors. These are point in time indicators and do not adjust for seasonal fluctuation, such as parliamentary sitting periods. Data has been rounded to one decimal place and as such may not add up to exactly 100 per cent on certain tables and graphs.

The DPS workforce comprised full-time, part-time, sessional and casual work arrangements—80 per cent full-time; eight per cent part-time; three per cent sessional; and nine per cent casual, as shown in Figure 24. These types of employment arrangements are used by the department to support the nature and demands of the parliamentary sitting patterns. The department's workforce statistics tables can be found at Appendix A.

FIGURE 23: DPS workforce composition—30 June 2019

11%
Non-ongoing—
Specified term/task

9%
Non-ongoing—
Irregular/Intermittent

80%
Ongoing
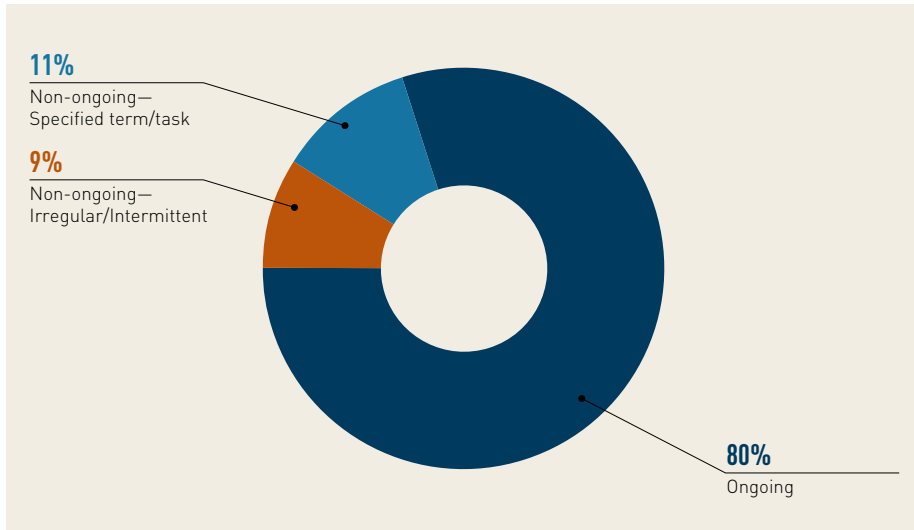
FIGURE 24: DPS employee working arrangements—30 June 2019

9%
Casual

3%
Part-time—Sessional

8%
Part-time

80%
Full-time
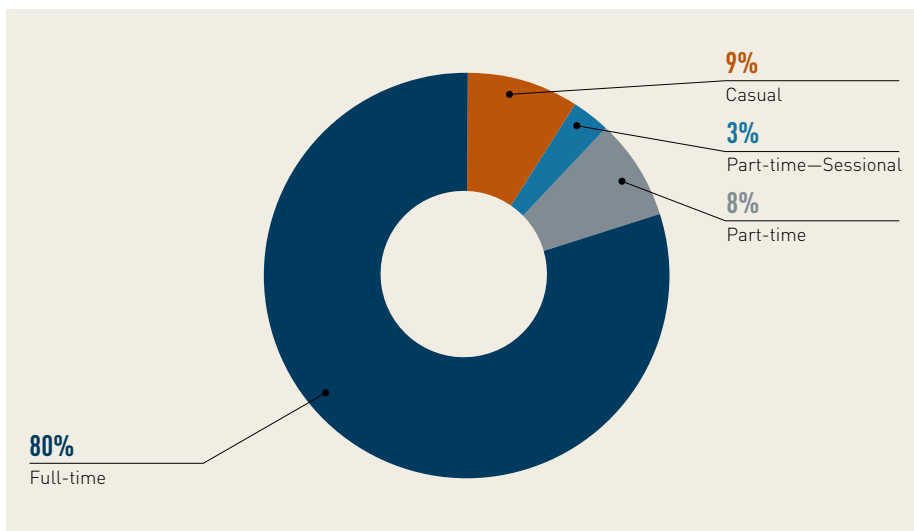
TABLE 33: Employment Performance 2017–18 and 2018–19

Indicator	2017–18	2018–19
Total number of staff employed (headcount)	998	1,041
Total number of staff employed (headcount excluding casuals)	917	952
Diversity		
Women (percentage of total workforce)	40%	39%
People with identified disability (percentage of total workforce)	1.8%	2.2%
Aboriginal and Torres Strait Islander (percentage of total workforce)	14 (1.4%)	23 (2.2%)
Staff with English as a second language (percentage of total workforce)	10%	9.7%
Health and Safety		
Health and safety incidents (per 100 employees headcount)	10.6	12.5
Health and safety 'near misses' (per 100 employees headcount)	0.9	1.5
Number of health and safety representatives	28	28
Learning and Development		
Number of staff undertaking studies assistance	35	26
Number of recorded attendances at DPS compliance training activities	3,679	3,331
Recruitment		
Average number of days to fill vacancy (from advertising to delegate sign-off)	61	59
External 'new engagement' hires (percentage of total new ongoing hires)	71%	46%
Net recruitment rate*	1.2	1.2

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

Workforce diversity profile

Twenty three employees identified as Aboriginal and Torres Strait Islander, making up 2.2 per cent of all DPS employees. The Aboriginal and Torres Strait Islander headcount increased by nine employees, resulting in a percentage increase of 0.8 per cent for the year. Twenty three employees identified as People with Disability (up from 18 in 2017–18), or 2.2 per cent of all DPS employees. Cultural and Linguistic Diverse employees were represented by a headcount of 101 (up from 100 as at 30 June 2018) or 9.7 per cent of all DPS employees.

2018–19 again saw a marginal increase in the number of women represented in the DPS workforce, with a total headcount of 408 employees (up from 403 in June 2018). Overall, however the percentage of women in the DPS workforce dropped by one per cent to 39 per cent. Of the 408 women employees, 24 per cent were at the PEL1–2 classification—an increase of one per cent on the previous year. The percentage of women representation in the SES cohort remained steady at 30 per cent from the previous year.

Workforce diversity

In 2018–19 DPS continued to focus on diversity initiatives that build and develop a diverse and inclusive workforce. In April 2019, DPS released its first Diversity and Inclusion Calendar, highlighting the department's commitment to acknowledging and celebrating the individual skills, perspectives and experiences that people bring to the workplace.

Reconciliation Action Plan

DPS continued to deliver on practical actions committed to on the 8 July 2016, during NAIDOC Week, when the four parliamentary departments launched their second joint Reconciliation Action Plan.

Reconciliation Action Plans (RAP) are business plans that set out practical initiatives to build stronger relationships and enhanced respect between Aboriginal and Torres Strait Islander peoples and other Australians and help foster equality by supporting improved opportunities. This second RAP, which has been endorsed by Reconciliation Australia, outlines what the four departments will do to be more actively involved in the journey of reconciliation and to play our part in closing the gap between Aboriginal and Torres Strait Islander peoples and other Australians.

In 2018, the Parliamentary Service RAP Drafting Group was formed with representatives across the four departments to commence drafting of the new RAP 2019–2021. The drafting group conducted high-level consultation with stakeholders and ensured strong representation from members of the Parliamentary Service Indigenous Employee Network (PSIEN). The new RAP 2019–2021 will be implemented in the second half of 2019 following endorsement from Reconciliation Australia.

During 2018–19, the DPS RAP Champion was invited to become a member of the APS Indigenous Champions Network. The Network meets on a quarterly basis to collaborate between agencies and explore ideas that lead to better employment outcomes for Indigenous staff.

Aboriginal and Torres Strait Islander Employment Strategy

In 2018–19, DPS participated for the third time in the Indigenous Australian Government Development Program, coordinated by the Department of Employment, Skills, Small and Family Business. DPS placed one Indigenous participant in the Capital Works Branch.

In September 2018, DPS participated in the Work Exposure in Government (WEX) event that brought 70 Indigenous Year 11 and 12 students to Canberra to promote careers across the Australian Government. Working in partnership with the Department of the Prime Minster and Cabinet, DPS organised an all-day event that included breakfast with Ministers, a Parliament House building tour, a career pathway presentation and a visit to Question Time. The WEX Career Expo provided DPS another opportunity to connect and promote career opportunities to the Indigenous students.

In 2018–19, eight bulk recruitment rounds across the Chief Operating Officer Division and Building and Security Division applied affirmative measures to increase Indigenous employment opportunities.

In October 2018, two additional e-learning modules from the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) Core Cultural Learning course were released to DPS staff. In May 2019, an all-day workshop titled EVOLVE Cultural Awareness was rolled out to DPS staff. The new training courses build greater understanding of Aboriginal and Torres Strait Islander peoples and increase the department's cultural capability across all aspects of work.

Parliamentary Service Indigenous Employee Network (PSIEN)

The Parliamentary Service Indigenous Employee Network (PSIEN) continued to gain momentum increasing its membership and providing peer and mentoring support amongst Indigenous staff.

The PSIEN has played a key role in the development of the Australian Parliament's Acknowledgement of Country card.

NAIDOC Week 2018 and National Reconciliation Week 2019

To celebrate NAIDOC Week 2018, DPS staged an exhibition to commemorate the 30th anniversary of the presentation of the Barunga Statement, partnering with the Australian Institute of Aboriginal and Torres Strait Islander Studies together with a display of works by Indigenous women from the Parliament House Art Collection—*Because of Her, We Can*.

To mark National Reconciliation Week 2019, two temporary exhibitions, Indigenous Design Now and *My Voice for My Country* were opened to the public. In addition to this a number of events were held including a screening of the film *Gurrumul* on Reconciliation Day and a Parliamentary Library lecture by Professor Tom Calma AO.

A new tour was launched focusing on presence, place and visibility of Aboriginal and Torres Strait Islander parliamentarians and cultures.

Ceremonial flags were flown at the entrance of Australian Parliament House in support of NAIDOC Week 2018 and National Reconciliation Week 2019.

Disability

Work has commenced on the development of the first DPS Accessibility and Inclusion Action Plan. The three year plan will outline DPS' commitment and approach to achieving better outcomes for people with disability and increasing disability confidence. Following further consultation, the DPS Accessibility and Inclusion Action Plan will be implemented in the second half of 2019.

DPS continues to be a member of the Australian Network on Disability (AND) and in May 2019 raised its membership to Gold Level. In January 2019, AND completed a recruitment review which benchmarked current barrier-free practices and outlined recommendations for further improvement. Work continues on the development of a new workplace adjustment policy and procedure document.

During 2018–19, DPS continued to be an active participant in the AND Disability Champions Round Table meetings, which are held on a quarterly basis. In March 2019, the DPS Diversity Champion was invited to become a member of the APS Disability Champions Network. The network meets on a quarterly basis and provides opportunities for DPS to gain insight into current strategies implemented across the APS for people with disability.

Recruitment–entry level programs

DPS employed one participant in the Capital Works Branch as part of the 2018–19 Indigenous Australian Government Development Program (IAGDP).The IAGDP is a structured learning program that provides participants with ongoing full-time employment, as well as the opportunity to study and obtain a diploma qualification.

In February 2019, DPS employed eight apprentices through a new Apprenticeship Program initiative. The Apprenticeship Program was designed to build specialist trade skills to deliver efficient and effective services across Parliament House. The apprentice trades included an apprentice Greenkeeper and Horticulturist (Landscape Services), apprentice Carpenter, Plumber, and Stonemason (Building Maintenance Services), apprentice Electrician (Electrical Services) and two apprentice Chefs (Catering and Events).

TABLE 34: Entry Level Programs 2018–19

	PS level	Number of participants
Indigenous Australian Government Development Program (IAGDP)	PSL 3 to PSL 4	1
Apprenticeship Program	PSL 3 to PSL 4	8

Workforce mobility and retention

The DPS workforce grew in 2018–19, as at 30 June 2019, the net recruitment rate was 1.2 (see Table 33). During 2018–19 there were a total of 211 employee commencements and 173 employee separations.

During 2018–19, the DPS commencement rate (for all employees) remained relatively steady and only decreased marginally by 0.1 per cent from 22 per cent in 2017–18 to 21.9 per cent in 2018–19. The Security Branch continued to recruit Parliamentary Security Officers at PSL1–2 classification—of which there were 31 new commencements in 2018–19. There was also significant recruitment activity in the Parliamentary Experience Branch, where 16 new employees commenced in Visitor Services and 10 employees (including two apprentices) commenced in APS Catering and Events.

TABLE 35: Overview of DPS commencement rates for staff from 2016–17 to 2018–19

	2016–17	2017–18	2018–19
Commencements	281	221	211
Commencement rate[39]	30.4%	22%	21.9%
Commencements (ongoing employees)	125	113	78
Commencement rate (ongoing employees)	16.4%	13.7%	9.5%

In the same 12-month period, there were 173 employee separations—16 fewer than in 2017–18. Of these, 110 were ongoing employee separations, the same number reported in the previous year. The ongoing employee turnover rate remained relatively stable over the past three years, at around 13 per cent.

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

TABLE 36: Overview of the DPS separation rates for staff from 2016–17 to 2018–19

	2016–17	2017–18	2018–19
Staff separations (headcount)	191	189	173
Employee turnover rate (total)[40]	20.7%	19%	17.1
Staff separations (ongoing employees)	100	110	110
Employee turnover rate (ongoing employees)[41]	13.1%	13.3%	13.4%

The highest numbers of ongoing separations were employee-initiated resignations, of which there were 46 (42 per cent). There were 22 transfers at level to either the Australian Public Service or elsewhere in the Parliamentary Service (20 per cent); 18 age retirements (16 per cent) and nine promotions to either the Australian Public Service or elsewhere in the Parliamentary Service (eight per cent). There were also 11 voluntary redundancies (10 per cent), three more than in 2017–18.

Most of the ongoing employee separations were in Security Branch (25), Research Branch (13), Chief Finance Officer Branch (13), Parliamentary Experience Branch (11) and People and Governance Branch (10).

Instruments of employment

The Department of Parliamentary Services Enterprise Agreement 2017 was the primary employment instrument in 2018–19. At 30 June 2019, a total of 1,020[42] employees were covered by the agreement and, of these, 29 had individual flexibility arrangements. Nineteen Senior Executive Service (SES) officers were covered by determinations under subsection 24(1) of the PS Act.

No DPS employee receives a bonus or performance pay.

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

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

42 Number is based on total number of employees at 30 June 2019, excluding all Senior Executive Service officers, the Secretary and the Parliamentary Librarian.

Remuneration and employment conditions

Non–salary benefits

Non-salary benefits available to DPS employees include influenza vaccinations, free membership to the Parliament House HRC, access to the Employee Assistance Program and dependent on approved requirement, parking. Other benefits that may be available are laptop computers, tablets, mobile phones and airline lounge membership.

Learning and development

DPS continues to develop capability of staff through a number of job related technical training programs to help develop broader organisational capabilities. Learning and development programs are aligned to the corporate plan and strategic themes. In order to broaden staff understanding of learning and development, DPS promotes the 70:20:10 learning principles—learning and development is most effective when there is a balance between on-the-job learning (70 per cent); mentoring, coaching, and peer learning (20 per cent); and formal learning (10 per cent).

Formal training and development

In 2018–19, there were 3,331 recorded attendances for DPS compliance training activities. Mandatory compliance training accounted for 89 per cent of all training activities undertaken.

DPS coordinated 78 in-house, face-to-face training sessions, which were attended by 410 employees. Of these 78 training sessions, 25 were facilitated by external providers.

Leadership development

As part of leadership development, DPS offered PEL2, PEL1 and PSL6 staff the opportunity to participate in the Public Sector Management Program (PSMP) through a competitive nomination process. Two staff commenced the 15 month program in October 2018 and upon successful completion will obtain a Graduate Certificate in Business (Public Sector Management).

Studies assistance

DPS provides support for employees to undertake tertiary studies administered through the DPS Studies Assistance Policy. DPS supported 26 employees to undertake a range of tertiary studies. A total of 1,092 hours of study leave was provided to employees, and $38,835 in financial contributions was made.

Organisational culture and employee engagement

In May and June 2018, DPS participated in the annual APS Employee Census. A total of 587 employees provided feedback—a 63 per cent response rate.

The 2018 census results show that overall the DPS workforce continues to be engaged:

- DPS is a place where staff believe they can actively apply their skills and knowledge (>90 per cent positive result)
- there was a four per cent increase in staff satisfaction with work-life balance
- staff are willing to 'go the extra mile' and are highly collaborative (>90 per cent positive results), and
- overall agency engagement is one per cent higher than the APS average and job satisfaction and agency pride are five per cent higher than the APS average.

Following the release of the Census Highlights Report, staff from across DPS were invited to participate in focus groups to undertake a qualitative analysis of census results. The workshops were attended by 96 DPS staff. The focus groups identified that a strategy to improve staff engagement would be to create opportunities to increase staff collaboration and to continue to build capability. This led to an increase in the number of multidisciplinary teams being engaged to develop actions plans and assess major changes.

Feedback and results from the 2018 census helped inform the overall strategic settings for the DPS culture. A five point approach has been implemented to maintain and strengthen the DPS culture:

- a continual focus on the purpose of DPS and how all staff contribute to achieving organisational outcomes
- focusing on values as drivers of engagement and levers for change
- continuing to build capability—in 2018–19 DPS has targeted training at continual development of cultural competencies and building team leader effectiveness
- adopting a values based leadership mindset, and
- aligning purpose, values and capability to help build a performance culture.

DPS once again participated in the APS Employee Census in 2019. A total of 575 employees responded, with a response rate of 59.5 per cent. The 2019 census results were not available as at 30 June 2019.

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

Work Health and Safety (WHS)

Improvements to Parliament House

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

- height safety upgrades
- accessible bathroom upgrades
- kitchen upgrades, and
- sliding fire doors.

Consultation on WHS issues

DPS maintains a high level of consultation on WHS issues. DPS staff are represented on health and safety committees that monitor and advise on WHS programs.

The DPS Peak WHS Committee focuses on reviewing WHS policies and procedures and taking a strategic approach to WHS management across DPS. Individual branches also hold their own WHS committee meetings.

The DPS Contractors' WHS subcommittee met four times. This forum provides a valuable mechanism to address WHS issues related to the work performed by the large number of contractors at Parliament House.

A key component of DPS' management of health and safety is its network of Health and Safety Representatives (HSRs), deputy HSRs and Harassment Contact Officers (HCOs). As at 30 June 2019, DPS had 28 HSRs and deputies and 14 HCOs.

WHS training

A range of WHS related training was provided to staff throughout the year, including generic induction and refresher sessions for staff and managers. Approximately 309 staff participated in generic WHS training programs.

Incident reporting and investigation

One hundred and thirty incident reports were submitted by DPS employees during 2018–19. Six incidents were notified to Comcare in accordance with section 35 of the WHS Act. Incidents were examined by DPS and remedial action was taken where necessary. Comcare conducted one investigation into incidents.

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

Nurses Centre

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

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

ASSET MANAGEMENT

The department manages departmental and administered property, land and equipment, and intangible assets, with a value of $2,690.5 million (2017–18: $2,569.7 million). Administered assets of $2,595.4 million (2017–18: $2,473.2 million) primarily relate to Parliament House, incorporating the building, land and cultural assets. Departmental assets of $95.1 million (2017–18: $96.5 million) primarily relate to information technology, software and furniture and equipment.

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

The department undertakes annual stocktake, impairment and revaluation reviews which are used to update and verify the accuracy of asset records and to review the condition and ongoing utility of assets. The outcomes of the reviews are considered as part of assurance of the annual financial statements.

PURCHASING

DPS has focused on building internal capability through enhanced education and formal training programs for staff during 2018–19, leading to increased awareness of procurement practices and financial frameworks. DPS' frameworks continue to be managed in accordance with the Commonwealth Procurement Rules (CPRs), the PGPA Act and DPS' Accountable Authority Instructions (AAIs).

DPS' primary procurement objectives are to:

- ensure the principle of value for money is consistently obtained through:
    - encouraging competition
    - promoting efficient, economical and ethical use of resources, and
    - conducting our business in an environment of accountability and transparency.
- support the business requirements of each branch within the department through a focus on better practice procurement and contracting arrangements
- encourage the use of Indigenous business and support the Indigenous Procurement Policy, and
- engage small and medium enterprises and local businesses wherever this is practicable and represents value for money.

DPS has a specialist procurement unit to ensure that:

- established guidelines and procedures are observed by DPS staff undertaking procurement and contract management activities
- statutory reporting responsibilities are met
- contracting and tendering activities are monitored, and
- ongoing training is provided to areas of the department that are involved in procurement and contract management activities.

CONSULTANTS

DPS classifies consultants as individuals, partnerships or corporations engaged to provide professional, independent and expert advisory services to the department. DPS engages consultants where there is a need for independent research or assessment, or where specialised or professional skills not available in-house are required.

During 2018–19, 13 new consultancy contracts were entered into, involving total actual expenditure of $1,846,532 (inc GST). In addition, seven ongoing consultancy contracts were active during the period, involving total actual expenditure in 2018–19 of $390,637 (inc GST).The method of procurement for consultancy arrangements is determined by the complexity, nature and value of each individual requirement to achieve a value-for-money outcome that supports DPS' business requirements.

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

* engineering services
* reviews of resources and processes
* design integrity advice, and
* specialist business advice and planning.

Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts including consultancies is available on the AusTender website www.tenders.gov.au.

TABLE 37: Number and expenditure on Consultants Current Report Period 2018–19

	Total
No. of New contracts entered into during the period	13
Total actual expenditure during the period on new contracts (inc GST)	$1,846,532
No. of Ongoing contracts engaging consultants that were entered into during a previous period	7
Total actual expenditure during the period on ongoing contracts (inc GST)	$390,637

AUSTRALIAN NATIONAL AUDIT OFFICE ACCESS CLAUSES

All DPS contracts allow access for audit purposes.

EXEMPT CONTRACTS

During 2018–19, no DPS contracts or standing offers were exempted by the Secretary from being published via AusTender on the basis that they would disclose exempt matters under the FOI Act.

PROCUREMENT INITIATIVES TO SUPPORT SMALL BUSINESS

DPS supports small-business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SMEs) and Small Enterprise participation statistics are available on the Department of Finance's website: www.finance.gov.au/procurement/statistics-on-commonwealth-purchasing-contracts.

With a focus on achieving the best value-for-money outcome in each circumstance, DPS supports and encourages engagement with SMEs wherever practicable.

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

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

To achieve best practice procurement processes, the relevant divisions of the CPRs are applied as appropriate.

DPS recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on Treasury's website: www.treasury.gov.au.

COMMITMENT TO INDIGENOUS ARTISTS' RIGHTS

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

FINANCIAL STATEMENTS

6

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 2019:

(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 2019 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 statements as at 30 June 2019 and for the year then ended:

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

Basis for opinion

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

Key audit matters

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

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19 National Circuit BARTON ACT
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Key audit matter	How the audit addressed the matter
Valuation of Buildings	To address the key audit matter, I:
Refer to Note 4.1 Administered - Non-Financial Assets	• examined the data used in the Entity's valuation model for accuracy and completeness;
This was an area of focus due to the complexities in the judgements underpinning the calculation of the fair value of buildings, being Parliament House. As at 30 June 2019 buildings were valued at $2.35 billion.	• evaluated the effectiveness of management's review and approval process to assess the reasonableness of assumptions and judgements used in calculating the estimated fair value; and
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 to current replacement cost. This includes determining: the most appropriate valuation model; selecting appropriate labour and construction indices to reflect current replacement cost; and useful lives.	• assessed the appropriateness of the valuation model and reasonableness of key assumptions, by comparing key inputs used in the valuation model against comparable external data, where it was available.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the 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 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

Mark Vial
Senior Director

Delegate of the Auditor-General

Canberra

6 September 2019

Department of Parliamentary Services
Financial Statements for the period ended 30 June 2019

Statement by the Secretary and the Chief Finance Officer

In our opinion, the attached financial statements for the year ended 30 June 2019 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

6 September 2019

Signed......................

Nicholas Creagh

Chief Finance Officer

6 September 2019

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STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2019

	Notes	2019 $'000	2018 $'000	Original Budget 2019 $'000
NET COST OF SERVICES				
Expenses				
Employee benefits	6.1A	93,986	86,397	87,342
Suppliers	1.1A	47,821	49,808	56,059
Depreciation and amortisation	3.2A	20,226	22,317	16,398
Impairment loss allowance on financial instruments		43	-	-
Write-down and impairment of other assets		27	446	-
Losses from asset sales		16	95	-
Total expenses		162,119	159,063	159,799
Own-Source Income				
Own-source revenue				
Sale of goods and rendering of services	1.2A	12,924	13,634	17,484
Other revenue		736	513	670
Total own-source revenue		13,660	14,147	18,154
Net cost of services		148,459	144,916	141,645
Revenue from Government – appropriation	5.1A	126,347	122,978	125,247
Deficit attributable to the Australian Government		(22,112)	(21,938)	(16,398)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation surplus		433	688	-
Total other comprehensive income		433	688	-
Total comprehensive loss		(21,679)	(21,250)	(16,398)

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

STATEMENT OF FINANCIAL POSITION
as at 30 June 2019

	Notes	2019 $'000	2018 $'000	Original Budget 2019 $'000
ASSETS				
Financial assets				
Cash and cash equivalents		**1,143**	1,097	*981*
Trade and other receivables	3.1A	**30,760**	27,763	*21,377*
Total financial assets		**31,903**	28,860	*22,358*
Non-financial assets				
Plant and equipment:				
Information and communication technology	3.2A	**39,790**	42,327	*39,952*
Other plant and equipment	3.2A	**8,026**	8,427	*7,347*
Library collection	3.2A	**7,285**	7,752	*8,359*
Intangibles	3.2A	**40,033**	38,006	*43,465*
Inventories	3.2B	**424**	417	*520*
Prepayments		**4,533**	4,811	*7,009*
Total non-financial assets		**100,091**	101,740	*106,652*
Total assets		**131,994**	130,600	*129,010*
LIABILITIES				
Payables				
Trade creditors and accruals		**3,590**	4,250	*4,150*
Other payables	3.3A	**1,391**	1,197	*1,069*
Total payables		**4,981**	5,447	*5,219*
Provisions				
Employee provisions	6.1B	**27,017**	24,004	*23,631*
Total provisions		**27,017**	24,004	*23,631*
Total liabilities		**31,998**	29,451	*28,850*
Net assets		**99,996**	101,149	*100,160*
EQUITY				
Contributed equity		**284,634**	264,108	*279,645*
Reserves		**21,430**	20,997	*20,309*
Accumulated deficit		**(206,068)**	(183,956)	*(199,794)*
Total equity		**99,996**	101,149	*100,160*

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

STATEMENT OF CASH FLOWS
for the period ended 30 June 2019

	Notes	2019 $'000	2018 $'000	Original Budget 2019 $'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		143,540	135,250	125,247
Sale of goods and rendering of services		13,242	15,525	19,285
GST received from ATO		5,294	6,037	5,483
Other		538	506	530
Total cash received		162,614	157,318	150,545
Cash used				
Employees		90,963	85,942	87,342
Suppliers		53,900	53,952	63,203
Section 74 receipts transferred to OPA		17,818	16,870	-
Total cash used		162,681	156,764	150,545
Net cash from/(used by) operating activities		(67)	554	-
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of plant and equipment		70	12	-
Total cash received		70	12	-
Cash used				
Purchase of property, plant and equipment		10,971	8,960	8,316
Purchase of intangibles		6,535	5,190	9,143
Total cash used		17,506	14,150	17,459
Net cash used by investing activities		(17,436)	(14,138)	(17,459)
FINANCING ACTIVITIES				
Cash received				
Departmental capital budget		17,549	13,700	17,459
Total cash received		17,549	13,700	17,459
Net cash from financing activities		17,549	13,700	17,459
Net increase in cash held		46	116	-
Cash and cash equivalents at the beginning of the reporting period		1,097	981	981
Cash and cash equivalents at the end of the reporting period		1,143	1,097	981

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 2019

	Notes	2019 $'000	2018 $'000	Original Budget 2019 $'000
NET COST OF SERVICES				
Expenses				
Suppliers	2.1A	**5,121**	5,861	*5,188*
Depreciation and amortisation	4.1A	**41,180**	37,062	*34,606*
Write-down and impairment of non-financial assets	4.1A	**4,590**	43	*-*
Total expenses		**50,891**	42,966	*39,794*
Income				
Revenue				
Non-taxation revenue				
Donations		**1**	1	*-*
Total non-taxation revenue		**1**	1	*-*
Total revenue		**1**	1	*-*
Gains				
Other gains		**-**	44	*-*
Total gains		**-**	44	*-*
Total income		**1**	45	*-*
Net cost of services		**50,890**	42,921	*39,794*
Deficit		**(50,890)**	(42,921)	*(39,794)*
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation surplus	4.1A	**87,955**	84,560	*-*
Total other comprehensive income		**87,955**	84,560	*-*
Total comprehensive income/(loss)		**37,065**	41,639	*(39,794)*

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 2019

	Notes	2019 $'000	2018 $'000	Original Budget 2019 $'000
ASSETS				
Financial assets				
GST receivable		786	1,494	887
Total financial assets		786	1,494	887
Non-financial assets				
Property, plant and equipment:				
Land	4.1A	91,000	80,000	80,000
Buildings	4.1A	2,349,407	2,229,479	2,226,547
Heritage and cultural	4.1A	112,839	113,261	113,356
Other plant and equipment	4.1A	35,860	47,363	15,445
Intangibles	4.1A	6,266	3,046	922
Total non-financial assets		2,595,372	2,473,149	2,436,270
Total assets administered on behalf of Government		2,596,158	2,474,643	2,437,157
LIABILITIES				
Payables				
Trade creditors and accruals		5,123	551	724
GST funding		717	1,489	843
Total payables		5,840	2,040	1,567
Total liabilities administered on behalf of government		5,840	2,040	1,567
Net assets		2,590,318	2,472,603	2,435,590

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 2019

	Notes	2019 $'000	2018 $'000
Opening assets less liabilities as at 1 July		**2,472,603**	2,335,505
Adjusted opening assets less liabilities		**2,472,603**	2,335,505
Net (cost of)/contribution by services			
Income		**1**	45
Expenses		**(50,891)**	(42,966)
Other comprehensive income			
Revaluations transferred to reserves	4.1A	**87,955**	84,560
Transfers (to)/from Australian Government			
Appropriation transfers from Official Public Account			
Administered assets and liabilities appropriations		**73,317**	88,849
Administered annual appropriations		**4,815**	5,994
Appropriation transfers to OPA			
Administered receipts		**-**	-
Transfer from other agencies[1]	4.1A	**2,519**	616
Closing assets less liabilities as at 30 June		**2,590,319**	2,472,603

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

[1] In 2018-19, furniture assets of $2.52m were transferred from the Department of the House of Representatives. In 2017-18 furniture assets of $0.62m were transferred from the Department of the Senate.

ADMINISTERED CASH FLOW STATEMENT
as at 30 June 2019

	Notes	2019 $'000	2018 $'000	Original Budget 2019 $'000
OPERATING ACTIVITIES				
Cash received				
GST received from ATO		7,992	7,334	4,976
Donations		1	1	-
Total cash received		7,993	7,335	4,976
Cash used				
Suppliers		12,037	13,976	10,164
Total cash used		12,037	13,976	10,164
Net cash used by operating activities		(4,044)	(6,641)	(5,188)
INVESTING ACTIVITIES				
Cash used				
Purchase of property, plant and equipment		71,241	86,752	45,426
Purchase of computer software		2,075	2,097	-
Total cash used		73,316	88,849	45,426
Net cash used by investing activities		(73,316)	(88,849)	(45,426)
Net decrease in cash held		(77,360)	(95,490)	(50,614)
Cash from Official Public Account				
Appropriations		78,132	94,843	55,590
Total cash from official public account		78,132	94,843	55,590
Cash to official public account				
Appropriations		(772)	647	(4,976)
Administered receipts		-	-	-
Total cash to official public account		(772)	647	(4,976)
Cash and cash equivalents at the end of the reporting period		-	-	-

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

Overview

Objectives of the Department of Parliamentary Services (DPS)

The Department of Parliamentary Services (the department) is an Australian Commonwealth controlled entity. It is a not-for-profit entity. The department is structured to meet the following outcome:

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

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

The department's activities contributing toward this outcome are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the department in its own right. Administered activities involve the management or oversight by the department, on behalf of the Parliament and the Presiding Officers, of items controlled or incurred by the Parliament.

The department conducts the following administered activities on behalf of the Parliament:

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

Basis of preparation

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

The financial statements have been prepared in accordance with:

a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR), and

b) Australian Accounting Standards and Interpretations – Reduced Disclosure Requirements issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

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

Basis of accounting

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

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

New Australian Accounting Standards (AAS)

Adoption of new AAS requirements

During 2018-19, DPS adopted all applicable AAS that became effective during 2018-19. The application of new standards did not materially impact the operations of DPS.

Future AAS requirements

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

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

- *AASB 16 Leases* (effective 1 July 2019) will require lessees to recognise a right-of-use asset and a lease liability for all leases with a term of more than 12 months, unless the underlying asset is of low value. DPS has forward year departmental operating lease commitments of $0.95m (refer to Note 1.1A).

Taxation

The department is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Revenues, expenses and assets are recognised net of GST except:
   a) where the amount of GST incurred is not recoverable from the Australian Taxation Office, and
   b) for receivables and payables.

Reporting of administered activities

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

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

Prior year adjustments
No changes have been made to 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.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Budget Variance Commentary

DEPARTMENTAL	
Explanation of major variances	**Affected statements and line items**
Catering and Events Revenue and corresponding expenditure in relation to catering and events functions at Australian Parliament House was lower than anticipated as a result of reduced sitting days due to 2018-19 being an election year.	*Statement of Comprehensive Income:* • Sale of goods and rendering of services • Suppliers *Statement of Cash Flows – Operating activities:* • Cash received - sale of goods and rendering of services • Cash used - suppliers
Non-Financial Assets The budget for non-financial assets is set with reference to the 2016-17 financial results. Other factors contributing to the variances are the following: *Valuations:* Actual results included the impact of asset revaluations for both 2017-18 and 2018-19 which are difficult to predict for budget purposes. • 2018-19 valuation resulted in an increment of $0.43m for Other plant and Equipment. • 2017-18 valuation resulted in an increment of $0.69m for Library Collection. *Acquisition of Assets:* • In 2018-19 non-financial assets were transferred from the Department of the Senate of $0.92m. • In 2017-18 non-financial assets were transferred from the Department of House of Representatives ($1.16m), the Department of the Senate ($0.72m) and the Parliamentary Budget Office ($0.86m). *Capital Program of Works:* • Capital expenditure was under budget by $8.9m due to project delays and complexities across a number of material projects.	*Statement of Comprehensive Income:* • Depreciation and amortisation *Statement of Financial Position:* • Financial assets – trade and other receivables • Information and communication technology • Other plant and equipment • Library collection • Intangibles *Statement of Changes in Equity:* • Contributed equity – transfer of assets • Asset revaluation reserve – Other comprehensive income *Statement of Cash Flows – Investing activities:* • Cash used – purchase of intangibles *Statement of Cash Flows – Financing activities:* • Cash received – departmental capital budget
Employee Costs The budget for employee provisions is set with reference to the 2016-17 financial results. The other factor contributing to the variance is employee provision valuation which resulted in an increment of $1.77m due to movements in the bond rate.	*Statement of Comprehensive Income:* • Employee benefits *Statement of Financial Position:* • Employee provisions *Statement of Cash Flows – Operating activities:* • Cash used – Employees

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Other differences • Transfer of Section 74 receipts ($17.82m) to the Official Public Account and subsequent drawdown is grossed up, while this has been netted off in the budget. • Internal cost recoveries had been reported as revenue in the budget, while internal transactions are eliminated in the financial statements. This was corrected in the 2019-20 Portfolio Budget Statements • Depreciation budget was based on historical estimates which were structurally lower than actual. This was addressed in the 2019-20 Portfolio Budget Statements. • The classification of expenditure between Supplier expense and Employee cost in the budget does not reflect expenditure profile in the financial statements.	*Statement of Comprehensive Income:* • Employee benefits • Depreciation and amortisation • Sale of goods and rendering of services *Statement of Cash Flows:* • Appropriations • Section 74 receipts transferred to the OPA

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

ADMINISTERED	
Explanation of major variances	**Affected statements and line items**
Non-Financial Assets The budget for non-financial assets is set with reference to the 2016-17 financial results. Other factors contributing to variances are the following: *Valuations:* Actual results included the impact of asset revaluations for both 2017-18 and 2018-19 which are difficult to predict for budget purposes. • 2018-19 valuation resulted in increments of $11.00m for Land, $51.35m for Buildings and $25.61m for Other plant and equipment. • 2017-18 valuation resulted in an increment of $84.56m for Buildings. *Capital Program of Works:* Administered capital expenditure was $32.09m higher than estimates at 2018-19 Budget. A movement of funds was sought and approved during 2018-19. *Acquisition of Assets:* Non-financial assets were transferred from the Department of the House of Representatives ($2.52m).	Administered Schedule of Comprehensive Income • Depreciation and amortisation • Other comprehensive income – changes in asset revaluation surplus Administered Schedule of Assets and Liabilities: • Land • Buildings • Other Plant and Equipment • Trade creditors and accruals Cash Flow Statement – Investing activities • Cash used – purchase of property, plant and equipment

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Financial performance
This section analyses the financial performance of the department.
1.1. Expenses
Employee related information is disclosed in the People section in Note 6.1A.

	2019 $'000	2018 $'000
Note 1.1A: Suppliers		
Goods and services supplied or rendered		
Contractors and professional services	6,542	8,195
Catering labour hire	3,880	5,202
Information communication and technology	12,941	12,690
Property operating expenses	14,256	13,035
Office equipment and supplies	1,290	1,644
Employee related expenses	2,937	2,794
Cost of goods sold	3,468	4,283
Other	217	203
Total goods and services supplied or rendered	45,531	48,046
Goods supplied	9,392	10,250
Services rendered	36,139	37,796
Total goods and services supplied or rendered	45,531	48,046
Other suppliers		
Operating lease rentals	902	770
Workers compensation expenses	1,388	992
Total other suppliers	2,290	1,762
Total suppliers	47,821	49,808

Leasing commitments

The department in its capacity as lessee has leasing agreements for equipment, accommodation and motor vehicles. No contingent rent is payable, the agreements are effectively non-cancellable and some are options for extension but no options for purchase.

Commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows:

	2019	2018
Within 1 year	933	746
Between 1 to 5 years	18	11
Total operating lease commitments	951	757

All lease payable commitments are disclosed as GST inclusive amounts.

> **Accounting policy**
>
> Operating lease payments are expensed on a straight-line basis which is representative of the pattern of benefits derived from the leased assets.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.2. Own-source revenue and gains

	2019	2018
OWN SOURCE REVENUE	**$'000**	$'000
Note 1.2A: Sale of goods and rendering of services		
Parliament shop	**1,287**	1,268
Catering	**7,855**	8,864
Rendering of other services	**1,347**	1,080
Licence revenue	**2,049**	2,014
Public carpark	**386**	408
Total sale of goods and rendering of services	**12,924**	13,634

Accounting policy

Revenue from the sale of goods is recognised when:

a)   the risks and rewards of ownership have been transferred to the buyer

b)   the department retains no involvement or effective control over the goods

c)   the revenue and transaction costs incurred can be reliably measured, and

d)   it is probable that the economic benefits associated with the transaction will flow to the department.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

a)   the amount of revenue, stage of completion and transaction costs incurred can be reliably measured, and

b)   the probable economic benefits associated with the transaction will flow to the department.

The stage of completion of contracts at the reporting date is determined by reference to:

a)   surveys of work performed

b)   services performed to date as a percentage of total services to be performed, or

c)   the proportion that costs incurred to date bear to the estimated total costs of the transaction.

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

	2019	2018
	$'000	$'000
Note 2.1A: Suppliers		
Goods and services supplied or rendered		
Contractors and professional services	**699**	486
Security project administration costs	**848**	588
Maintenance	**3,574**	4,751
Information communication and technology	**-**	36
Total goods and services supplied or rendered	**5,121**	5,861
Goods supplied	**180**	22
Services rendered	**4,941**	5,840
Total goods and services supplied or rendered	**5,121**	5,862

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3. Financial position

This section analyses the department's assets used to conduct its operations and the operating liabilities incurred as a result.

3.1. Financial assets

Employee related information is disclosed in the People section in Note 6.1B.

	2019 $'000	2018 $'000
Note 3.1A: Trade and other receivables		
Goods and services receivables		
Goods and services	960	617
Total goods and services receivables	960	617
Appropriations receivables		
Operating funding for existing programs	19,098	18,473
Departmental Capital Budget	10,031	7,971
Total appropriations receivables	29,129	26,444
Other receivables		
GST receivable from ATO	686	669
Other	28	33
Total other receivables	714	702
Total trade and other receivables (gross)	30,803	27,763
Less impairment loss allowance	(43)	-
Total trade and other receivables (net)	30,760	27,763

Credit terms for goods and services were within 30 days (2018: 30 days).

Accounting policy

Trade and other receivables

Refer to accounting policy in Note 7.2 Financial instruments.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.2. Non-financial assets

Note 3.2A: Reconciliation of the opening and closing balances of plant and equipment and intangibles

| | Plant and equipment | | | | |
	Information and communication technology $'000	Other plant and equipment $'000	Library collection $'000	Intangibles[1] $'000	Total $'000
As at 1 July 2018					
Gross book value	**56,595**	**16,284**	**7,752**	**79,012**	**159,643**
Accumulated depreciation, amortisation and impairment	(14,268)	(7,857)	-	(41,006)	(63,131)
Total as at 1 July 2018	**42,327**	**8,427**	**7,752**	**38,006**	**96,512**
Additions					
By purchase	**8,987**	**1,104**	**940**	**3,967**	**14,998**
Internally developed	-	-	-	2,568	2,568
Transfer from other agencies[2]	-	-	-	917	917
Revaluations recognised in other comprehensive income	-	433	-	-	433
Depreciation and amortisation	(11,248)	(1,875)	(482)	(6,621)	(20,226)
Reclassification	(271)	-	(925)	1,196	-
Write-offs	-	-	-	-	-
Disposals	(5)	(63)	-	-	(68)
Total as at 30 June 2019	**39,790**	**8,026**	**7,285**	**40,033**	**95,134**
					-
Total as at 30 June 2019 represented by					
Gross book value	**65,083**	**8,026**	**7,767**	**84,602**	**165,478**
Accumulated depreciation and amortisation	(25,293)	-	(482)	(44,569)	(70,344)
Total as at 30 June 2019	**39,790**	**8,026**	**7,285**	**40,033**	**95,134**

[1] Internally developed component of intangibles total value consists of $10.80m gross value and $2.19m accumulated amortisation.

[2] ICT assets were transferred from the Department of the Senate ($0.92m). The Department of the Senate recognised this transfer in their 2017-18 financial statements.

No material indicators of impairment were found for plant and equipment or intangibles. All revaluations are conducted in accordance with the revaluation policy stated below.

An independent valuation was performed for the Other plant and equipment asset class as at 30 June 2019 by Jones Lang LaSalle Advisory Services Pty Ltd and a revaluation increment of $0.43m was adjusted in the asset revaluation reserve (2017-18: $0.69m for the Library collection asset class).

Contractual commitments for the acquisition of plant and equipment and intangible assets

The nature of capital commitments is for the acquisition of plant and equipment and intangible assets.

	2019 $'000	2018 $'000
Commitments are payable as follows:		
Within 1 year	**2,737**	5,079
Between 1 to 5 years	**3,002**	2,035
More than 5 years	**-**	26
Total commitments	**5,739**	7,140

Plant and equipment and intangible asset 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	2017
Other plant and equipment				2019
Library collection			Market selling price	2018
Land			Market selling price	2019
Buildings			Current replacement cost	2019
Heritage and cultural			Adjusted market transactions	2017
Other plant and equipment (furniture)			Adjusted market transactions	2019
Intangibles		Cost less accumulated amortisation and accumulated impairment losses.	N/A	N/A

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:

	2019	2018
Departmental		
Information and communication technology	1 – 40 years	1 – 40 years
Other plant and equipment	5 – 30 years	5 – 30 years
Library collection	3 – 30 years	3 – 30 years
Computer software	2 – 14 years	2 – 14 years
Intangibles	100 years	100 years
Administered		
Land	indefinite	indefinite
Buildings	5 – 200 years	5 – 200 years
Heritage & cultural	indefinite	indefinite
Other plant and equipment	2 – 47 years	2 – 47 years
Computer software	2 – 14 years	2 – 14 years
Intangibles	100 years	100 years

Impairment

All assets were assessed for impairment as at 30 June 2019.

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.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting policy

Heritage and cultural assets

The department has a number of stand-alone collections, managed as the Parliament House Art Collection (PHAC) including:

- the rotational collection, consisting largely of contemporary Australian 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:

http://www.aph.gov.au/About_Parliament/Parliamentary_departments/department_of_Parliamentary_Services/policies.

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 is undertaken. DPS engaged the services of Jones Lang LaSalle Advisory Services Pty Ltd (JLL) to conduct the materiality review, desktop and/or comprehensive valuation. Comprehensive valuations were undertaken for Land, Buildings and Other plant and equipment.

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.

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.

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 Inspeximus copy of the Magna Carta, undertaken by a specialist valuer who applied significant professional judgement due to the historic nature of the asset.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2019 $'000	2018 $'000
Note 3.2B: Inventories		
Inventories held for sale		
Parliament shop	275	279
Catering	149	138
Total inventories held for sale	424	417
Total inventories	424	417

During 2019, $3.47m of inventory held for sale was recognised as cost of goods sold (2018: $4.28m), refer to Note 1.1A Suppliers.

Accounting policy
Inventories held for sale are valued at the lower of cost and net realisable value.

3.3. Payables

	2019 $'000	2018 $'000
Note 3.3A: Other payables		
Wages and salaries	533	531
Superannuation	108	107
Revenue received in advance	78	71
Deposits received/held	512	320
Other	160	168
Total other payables	1,391	1,197

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					
	Land $'000	Buildings $'000	Heritage and cultural $'000	Other plant and equipment $'000	Intangibles $'000	Total $'000
As at 1 July 2018						
Gross book value	80,000	2,229,479	113,261	50,466	3,046	2,476,252
Accumulated depreciation, amortisation and impairment	-	-	-	(3,103)	-	(3,103)
Net book value 1 July 2018	**80,000**	**2,229,479**	**113,261**	**47,363**	**3,046**	**2,473,149**
Additions						
By purchase	-	72,535	724	2,185	2,075	77,519
Gifted assets	-	-	-	-	-	-
Revaluations recognised in other comprehensive income	11,000	51,348	-	25,607	-	87,955
Depreciation and amortisation	-	(40,485)	-	(694)	(1)	(41,180)
Reclassification	-	41,110	(1,146)	(41,110)	1,146	-
Transfer from other agencies[1]	-	-	-	2,519	-	2,519
Impairment	-	(228)	-	-	-	(228)
Write-offs	-	(886)	-	-	-	(886)
Disposals	-	(3,466)	-	(10)	-	(3,476)
Total as at 30 June 2019	**91,000**	**2,349,407**	**112,839**	**35,860**	**6,266**	**2,595,372**
Total as at 30 June 2019 represented by						
Gross book value	91,000	2,349,635	112,839	35,860	6,267	2,595,601
Accumulated depreciation, amortisation and impairment	-	(228)	-	-	(1)	(229)
Total as at 30 June 2019	**91,000**	**2,349,407**	**112,839**	**35,860**	**6,266**	**2,595,372**

[1] Furniture assets were transferred from the Department of the House of Representatives ($2.52m).

An impairment allowance of $0.23m has been recognised for Buildings. No material indicators of impairment were found for the remainder of assets in property, plant and equipment or intangibles asset classes.

A number of items of property, plant and equipment, and intangibles are expected to be sold or disposed of as part of ordinary course of business.

Independent valuations were performed as at 30 June 2019 by Jones Lang LaSalle Advisory Services Pty Ltd. A revaluation increment of $11.00m for Land, $51.35m for Buildings and $25.61m for Other plant and equipment was adjusted in the assets revaluation reserve (2017-18: $84.56m for Buildings).

Contractual commitments for the acquisition of property, plant and equipment and intangibles

The nature of capital commitments is for the acquisition of property, plant and equipment and intangibles assets.

	2019 $'000	2018 $'000
Commitments are payable as follows:		
Within 1 year	28,927	19,580
Between 1 to 5 years	8,996	11,775
More than 5 years	26	1,104
Total commitments	**37,949**	32,459

Property, plant and equipment and intangible asset 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		

	2019	2018
	$'000	$'000
Note 5.1A: Annual appropriations ('Recoverable GST exclusive')		
Departmental appropriation		
Ordinary annual services	**126,347**	122,978
Capital budget [1]	**19,609**	17,648
Section 74 receipts [2]	**17,818**	16,870
Total appropriation available	**163,774**	157,496
Appropriation applied	**(161,089)**	(149,930)
Variance[3]	**2,685**	7,566

[1] Departmental Capital Budgets are appropriated through *Parliamentary Appropriation Act (No.1) and Parliamentary Appropriation Act (No.2)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

[2] The departmental operating appropriation is adjusted to include PGPA Act Section 74 receipts.

[3] The variance is due to lower capital expenditure as a result of delays in key capital projects as well as movements in prepayments and trade receivables.

Note 5.1B: Unspent annual appropriations ('Recoverable GST exclusive')

	2019	2018
Departmental	$'000	$'000
Opening unspent appropriation balance	**26,444**	19,700
Annual appropriation	**145,956**	140,626
Section 74 receipts	**17,818**	16,870
Lapsed appropriation[1]	**-**	(822)
Available appropriation	**190,218**	176,374
Appropriation applied	**(161,089)**	(149,930)
Closing unspent appropriation	**29,129**	**26,444**
Balance comprises of:		
Ordinary annual services	**19,098**	18,473
Capital Budget	**10,031**	7,971
Closing unspent appropriation	**29,129**	**26,444**
Represented by:		
Appropriation (Parliamentary Departments) Act (No. 2) 2018-19	**2,510**	-
Appropriation (Parliamentary Departments) Act (No. 1) 2018-19	**26,619**	-
Appropriation (Parliamentary Departments) Act (No. 1) 2017-18	**-**	26,444
Total departmental	**29,129**	26,444

[1] Undrawn amount was ceased under section 14 of *Appropriation (Parliamentary Departments) Act (No. 1) 2014-15*.

Accounting policy

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Notes to and forming part of the financial statements

Note 5.1C: Annual appropriations ('Recoverable GST exclusive')

	2019	2018
	$'000	$'000
Administered appropriation		
Ordinary annual services	6,249	5,346
Assets and liabilities	45,426	123,901
Total appropriation available[1]	51,675	129,247
Appropriation applied	(78,132)	(94,843)
Variance [2]	(26,457)	34,404

[1] Administered assets and liabilities are appropriated through *Parliamentary Appropriation Act (No. 1) and Parliamentary Appropriation Act (No. 2)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

[2] The variance primarily relates to expenditure in relation to delays in key capital works projects funded from prior year appropriations.

Note 5.1D: Unspent annual appropriations ('Recoverable GST exclusive')

	2019	2018
	$'000	$'000
Administered		
Opening unspent appropriation balance	81,774	142,910
Annual appropriation	51,675	129,247
Lapsed appropriation [1]	-	(95,540)
Available appropriation	133,449	176,617
Appropriation applied	(78,132)	(94,843)
Closing unspent appropriation	55,317	81,774
Balance comprises of:		
Ordinary annual services	4,675	3,241
Assets and liabilities	50,642	78,533
Closing unspent appropriation	55,317	81,774
Represented by:		
Appropriation (Parliamentary Departments) Act (No. 2) 2018-19	1,061	-
Appropriation (Parliamentary Departments) Act (No. 1) 2018-19	49,040	-
Appropriation (Parliamentary Departments) Act (No. 1) 2017-18	5,216	81,774
Total administered	55,317	81,774

[1] Undrawn amount was ceased under section 14 of *Appropriation (Parliamentary Departments) Act (No. 1) 2014-15*.

Note 5.1E: Disclosure by agent in relation to annual and special appropriations ('Recoverable GST exclusive')

		Appropriations applied	
		2019	2018
Department of Finance	**Relationship**	$'000	$'000
Total receipts	Provision of electorate office	21,942	17,666
Total payments	Information Technology services	(21,942)	(17,666)
Total receipts	Provision of Auspic services	244	250
Total payments		(244)	(250)
Total receipts	Information Technology services for	49	72
Total payments	former Prime Ministers	(49)	(72)

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

	2019	2018
	$'000	$'000
Note 6.1A: Employee benefits		
Wages and salaries	**66,527**	62,963
Superannuation		
Defined contribution plans	**7,331**	6,646
Defined benefit plans	**6,989**	6,624
Leave and other entitlements	**10,598**	7,844
Separation and redundancies	**1,414**	1,028
Other	**1,127**	1,292
Total employee benefits	**93,986**	86,397
Note 6.1B: Employee provisions		
Annual leave	**9,019**	8,467
Long service leave	**17,998**	15,537
Total employee provisions	**27,017**	24,004

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 2019. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Superannuation

The department's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap) or other superannuation funds held outside the Commonwealth.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes.

The department makes employer contributions to the employees' superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the 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 (2017-18: 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, the Deputy Secretary, the Parliamentary Librarian, the First Assistant Secretary Building and Security, the Chief Information Officer, the Chief Operating Officer and the Chief Finance Officer.

The KMP remuneration is reported in the table below:

	2019 $'000	2018 $'000
Short-term employee benefits	1,842	1,728
Post-employment benefits	267	262
Other long-term employee benefits	73	42
Termination benefits	289	-
Total KMP remuneration expenses[1]	2,471	2,032

The total number of KMP included in the above table is 8 individuals (2018: 8 individuals).

[1] The above KMP remuneration does not include the remuneration and other benefits of the Presiding Officers. The Presiding Officers' remuneration and other benefits are not paid by DPS.

Accounting policy

The department has included all key management personnel that were in acting arrangements throughout the financial year for a minimum period of three months.

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

	2019 $'000	2018 $'000
Note 7.2A: Categories of financial instruments		
Financial assets under AASB 139		
Loans and receivables		
Cash and cash equivalents		1,097
Trade and other receivables		617
Total loans and receivables		1,714
Financial assets under AASB 9		
Financial assets at amortised cost		
Cash and cash equivalents	1,143	
Trade and other receivables	960	
Total financial assets at amortised cost	2,103	
Total financial assets	2,103	1,714
Financial liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and accruals	3,590	4,250
Total financial liabilities measured at amortised cost	3,590	4,250
Total financial liabilities	3,590	4,250

Classification of financial assets on the date of initial application of AASB 9

Financial assets class	Notes	AASB 139 original classification	AASB 9 new classification	AASB 139 carrying amount at 1 July 2018 $'000	AASB 9 carrying amount at 1 July 2018 $'000
Cash and cash equivalents		Loans and receivable	Amortised Cost	1,097	1,097
Trade receivables	3.1A	Loans and receivable	Amortised Cost	617	617
Total financial assets				1,714	1,714

Notes to and forming part of the financial statements

Accounting policy

Financial assets

AASB 9 came into effect on 1 July 2018, superseding AASB 139. Under the new accounting standard, the classification of the department's financial assets have changed to amortised cost

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.

Comparatives have not been restated on initial application.

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

7.3. Administered – Financial instruments

	2019 $'000	2018 $'000
Note 7.3A: Categories of financial instruments		
Financial liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and accruals	**5,123**	551
Total financial liabilities measured at amortised cost	**5,123**	551
Total financial liabilities	**5,123**	551

8. Other information

8.1. Aggregate assets and liabilities

	2019 $'000	2018 $'000
Note 8.1A: Aggregate assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months	**35,949**	32,968
More than 12 months	**96,045**	97,632
Total assets	**131,994**	130,600
Liabilities expected to be settled in:		
No more than 12 months	**14,000**	13,914
More than 12 months	**17,998**	15,537
Total liabilities	**31,998**	29,451
Assets expected to be recovered in:		
No more than 12 months	**786**	1,494
More than 12 months	**2,595,372**	2,473,149
Total assets	**2,596,158**	2,474,643
Liabilities expected to be settled in:		
No more than 12 months	**5,840**	2,040
More than 12 months	**-**	-
Total liabilities	**5,840**	2,040

Notes to and forming part of the financial statements

8.2. Assets held in trust

	2019 $'000	2018 $'000
Note 8.2A: Heritage and cultural asset		
Total value at the beginning of the reporting period	**5,500**	5,500
Changes in fair value	**-**	-
Total value at the end of the reporting period	**5,500**	5,500

Heritage and cultural asset is comprised of a single artwork, a 1903 painting by Australian artist Tom Roberts. The *Opening of the First Parliament of the Commonwealth of Australia by H.R.H. The Duke of Cornwall and York (later H.M. King George V), May 9, 1901,* oil on canvas is on loan from the British Royal Collection.

An independent valuation for the above asset was last conducted as at 30 June 2017.

APPENDICES

7

APPENDIX A: WORKFORCE STATISTICS

Staff profile by headcount

TABLE 38: Ongoing, non-ongoing, sessional and casual employees at 30 June 2019

Actual Headcount	Ongoing Full-time		Part-time		Sessional		Non-ongoing Full-time		Part-time		Sessional		Casual		Total
Classification	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
APPSL2 (Apprentice)	-	-	-	-	-	-	5	3	-	-	-	-	-	-	8
PSL1	7	-	-	-	-	-	2	1	-	3	-	-	3	10	26
PSL1-2*	101	16	-	-	11	1	4	-	-	-	-	-	15	3	151
PSL1-2-3*	7	1	-	-	-	-	-	-	-	-	-	-	-	-	8
PSL2	19	7	2	2	3	1	8	6	-	-	-	-	11	13	72
PSL2-3*	20	-	-	-	-	-	2	-	-	-	-	-	-	-	22
PSL3	25	10	1	2	-	-	5	5	1	2	-	-	5	6	62
PSL4	52	36	-	11	-	-	7	11	-	5	-	-	6	4	132
PSL4-5*	17	8	-	2	-	-	-	-	-	-	-	-	-	-	27
PSL4-5* (Graduate)	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
PSL5	44	21	-	9	-	-	4	8	1	1	-	-	-	-	88
PSL5-6*	9	17	-	3	5	10	-	-	-	-	-	-	-	3	47
PSL6	77	49	1	6	-	-	6	2	1	3	-	-	1	-	146
PEL1	76	54	9	13	-	-	10	5	1	1	-	-	4	5	178
PEL2	28	17	1	3	-	-	2	1	-	-	-	-	-	-	52
SES1	11	4	-	-	-	-	-	-	-	-	-	-	-	-	15
SES2	2	1	-	-	-	-	-	-	-	-	-	-	-	-	3
SES3	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Parliamentary Librarian	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Secretary	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Total	**495**	**242**	**14**	**51**	**19**	**12**	**56**	**44**	**4**	**15**	**-**	**-**	**45**	**44**	**1,041**

Notes:

Staffing figures extracted from DPS Payroll 12 July 2019.

* denotes a broadband classification.

TABLE 39: Ongoing, non-ongoing, sessional and casual employees at 30 June 2018

	Ongoing						Non-ongoing								Total
Actual Headcount	**Full-time**		**Part-time**		**Sessional**		**Full-time**		**Part-time**		**Sessional**		**Casual**		
Classification	**M**	**F**	**M**	**F**	**M**	**F**	**M**	**F**	**M**	**F**	**M**	**F**	**M**	**F**	
PSL1	7	1	-	-	-	-	-	-	-	1	-	-	2	9	20
PSL1-2*	91	20	-	-	15	-	-	-	-	-	-	-	18	1	145
PSL1-2-3*	7	1	-	-	-	-	-	-	-	-	-	-	-	-	8
PSL2	17	10	4	3	1	2	6	8	-	2	-	-	12	10	75
PSL2-3*	20	-	-	-	-	-	2	-	-	-	-	-	-	-	22
PSL3	23	15	-	2	-	-	3	5	-	1	-	-	6	5	60
PSL3 (Graduate)	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
PSL4	61	32	2	11	-	1	5	10	-	5	-	-	6	3	136
PSL4-5*	14	6	-	2	-	-	2	-	-	-	-	-	-	-	24
PSL5	42	24	-	7	-	-	6	3	1	1	-	-	-	-	84
PSL5-6*	7	9	-	6	6	16	-	1	-	-	-	-	-	3	48
PSL6	77	47	-	11	-	-	4	6	1	2	-	1	1	-	150
PEL1	68	55	10	11	-	-	8	4	-	-	-	-	4	1	161
PEL2	23	20	-	2	-	-	1	-	1	-	-	-	-	-	47
SES1	8	3	-	-	-	-	-	-	-	-	-	-	-	-	11
SES2	2	2#	-	-	-	-	-	-	-	-	-	-	-	-	4
Parliamentary Librarian	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
Secretary	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Total	**467**	**246**	**16**	**55**	**22**	**19**	**38**	**38**	**3**	**12**	**-**	**1**	**49**	**32**	**998**

Notes:

Staffing figures extracted from DPS Payroll 10 July 2018.

* denotes a broadband classification.

one SES2 officer was on leave at 30 June 2018. That officer retired in February 2019.

TABLE 40: Remuneration paid to key management personnel during the reporting period

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 Presiding Officers, the Secretary, the Deputy Secretary, the Parliamentary Librarian, the Chief Information Officer, the First Assistant Secretary Building and Security, Chief Operating Officer and the Chief Finance Officer.

The KMP remuneration is reported in the table below:

| Name | Position title | Short term benefits | | | Post-employment benefits | Other long term benefits | | Termination benefits | Total remuneration |
		Base salary	Bonuses	Other benefits and allowances	Superannuation contributions	Long service leave	Other long-term benefits		
Robert Stefanic[1]	Secretary	409,289.55	-	2,383.25	20,439.35	12,905.32	-	-	445,017.47
Catherine Saunders	A/g Deputy Secretary[4]	275,599.27	-	2,383.25	47,874.04	8,171.60	-	-	334,028.17
Antony Stinziani	Chief Information Officer	263,747.69	-	2,383.25	44,814.73	13,775.30	-	-	324,720.97
Dianne Heriot[1]	Parliamentary Librarian	249,993.33	-	2,383.25	50,805.17	11,274.16	-	-	314,455.91
Paul Cooper[2]	First Assistant Secretary Building and Security	223,264.51	-	1,821.72	37,559.75	9,973.46	-	289,004.09	561,623.54

Name	Position title	Short term benefits			Post-employment benefits	Other long term benefits		Termination benefits	Total remuneration
		Base salary	Bonuses	Other benefits and allowances	Superannuation contributions	Long service leave	Other long-term benefits		
Fiona Knight	A/g First Assistant Secretary Building and Security[5]	92,279.33		894.53	15,920.65	1,924.79		-	111,019.31
Nicholas Creagh	A/g Chief Operating Officer[6]	238,625.82	-	2,557.27	38,451.97	11,836.44	-	-	291,471.50
Caxton Muriuki	A/g Chief Finance Officer[7]	73,955.95	-	661.50	10,768.24	2,840.03	-	-	88,225.72

Notes:

1. The Secretary and the Parliamentary Librarian are statutory office holders whose remuneration determinations are tabled in the parliament and gazetted. Information about remuneration for other highly paid staff.

2. Mr. Paul Cooper ceased on 5 April 2019.

3. Amounts reported under 'other benefits and allowances' relate to fringe benefits on carpark. The calculations are based on different location rates and KMP acting periods.

4. This position was created in March 2019 with a single occupant in an acting capacity.

5. The current First Assistant Secretary Building and Security has acted part-year.

6. The current Chief Operating Officer (COO) has acted part-year while the substantive COO is acting in the Deputy Secretary role.

7. The current Chief Finance Officer (CFO) has acted part-year while the substantive CFO is acting in the COO role.

8. The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.

TABLE 41: Remuneration paid to executives during the reporting period

The following table discloses the remuneration of DPS' 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.

1 July 2018–30 June 2019

Total remuneration bands	Number of senior executives	Short term benefits	Post-employment benefits	Other long term benefits	Termination benefits	Total remuneration
		Average base salary	Average superannuation contributions	Average long service leave	Average termination benefits	Average total remuneration
$220,000 and less	7	56,382.37	11,424.91	10,595.23	22,382.50	100,785.01
$220,001 to $245,000	2	195,646.86	27,295.04	15,095.58		238,037.47
$245,001 to $270,000	3	207,761.36	38,994.02	11,851.68	-	258,607.05
$270,001 to $295,000	3	234,573.28	38,888.21	9,569.56	-	283,031.06
$420,001 to $445,000	1	186,498.61	33,037.43	14,112.76	204,422.20	438,071.00

Notes: Table B includes all substantive senior executives who received remuneration during the reporting period, including those who were engaged by DPS for part of the year.

TABLE 42: Remuneration paid to other highly paid staff during the reporting period

The following table discloses the remuneration of DPS' 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.

1 July 2018–30 June 2019

Total remuneration bands	Number of other highly paid staff	Short term benefits		Post-employment benefits	Other long term benefits	Termination benefits	Total remuneration
		Average base salary	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average termination benefits	Average total remuneration
$200,000 and less	0	-	-	-	-	-	-
$220,001 to $245,000	1	178,675.77	117.60	36,392.96	19,291.83	-	234,478.16
$245,001 to $270,000	1	226,047.08	160.05	29,521.02	5,380.69	-	261,108.83
$270,001 to $295,000	1	137,571.79	-	25,825.26	4,782.98	105,316.14	273,496.17
$320,001 to $345,000	1	145,476.77	-	27,273.23	16,803.38	137,222.70	326,776.08

Remuneration

TABLE 43: Actual salary ranges (excluding casual rates) at 30 June 2019

Classification	Step	Salary range*
PSL 1		
	Min	$45,811
	Max	$58,095
PSL 2		
	Min	$59,258
	Max	$63,616
PSL 3		
	Min	$65,032
	Max	$67,958
PSL 4		
	Min	$69,316
	Max	$75,321
PSL 5		
	Min	$76,826
	Max	$82,422
PSL 6		
	Min	$84,069
	Max	$94,488
PEL 1		
	Min	$102,306
	Max	$116,809
PEL 2		
	Min	$119,143
	Max	$141,274

*   These figures reflect minimum and maximum salary points only and exclude superannuation and other benefits.

TABLE 44: All Ongoing Employees Current Report Period (2018–19) as at 30 June 2019, Management of Human Resources

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	Total
NSW	-	-	-	-	-	-	-	-	-	-
Qld	-	-	-	-	-	-	-	-	-	-
SA	-	-	-	-	-	-	-	-	-	-
Tas	-	-	-	-	-	-	-	-	-	-
Vic	-	-	-	-	-	-	-	-	-	-
WA	-	-	-	-	-	-	-	-	-	-
ACT	495	33	528	242	63	305	-	-	-	833
Overseas	-	-	-	-	-	-	-	-	-	-
Total	**495**	**33**	**528**	**242**	**63**	**305**	**-**	**-**	**-**	**833**

Notes: Staffing figures extracted from DPS Payroll 12 July 2019. Part-time employees include 'sessional part-time' arrangements.

TABLE 45: All Non-Ongoing Employees Current Report Period (2018–19) as at 30 June 2019

	Male				Female				Indeterminate			Total
	Full-time	Part-time	Irregular/ Intermittent (casual)	Total Male	Full-time	Part-time	Irregular/ Intermittent (casual)	Total Female	Full-time	Part-time	Total Indeter- minate	Total
NSW	-	-	-	-	-	-	-	-	-	-	-	-
Qld	-	-	-	-	-	-	-	-	-	-	-	-
SA	-	-	-	-	-	-	-	-	-	-	-	-
Tas	-	-	-	-	-	-	-	-	-	-	-	-
Vic	-	-	-	-	-	-	-	-	-	-	-	-
WA	-	-	-	-	-	-	-	-	-	-	-	-
ACT	56	4	45	105	44	15	44	103	-	-	-	208
Overseas	-	-	-	-	-	-	-	-	-	-	-	-
Total	**56**	**4**	**45**	**105**	**44**	**15**	**44**	**103**	**-**	**-**	**-**	**208**

Notes: Staffing figures extracted from DPS Payroll 12 July 2019. Figures include DPS Secretary and the Parliamentary Librarian.

TABLE 46: All Ongoing Employees Previous Report Period (2017–18) as at 30 June 2018

| | Male | | | Female | | | Indeterminate | | | Total |
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	Total
NSW	-	-	-	-	-	-	-	-	-	-
Qld	-	-	-	-	-	-	-	-	-	-
SA	-	-	-	-	-	-	-	-	-	-
Tas	-	-	-	-	-	-	-	-	-	-
Vic	-	-	-	-	-	-	-	-	-	-
WA	-	-	-	-	-	-	-	-	-	-
ACT	467	38	505	246	74	320	-	-	-	825
Overseas	-	-	-	-	-	-	-	-	-	-
Total	**467**	**38**	**505**	**246**	**74**	**320**	**-**	**-**	**-**	**825**

Notes: Staffing figures extracted from DPS Payroll 10 July 2018.

TABLE 47: All Non-Ongoing Employees Previous Report Period (2017–18) as at 30 June 2018

	Male				Female				Indeterminate			Total
	Full-time	Part-time	Irregular/ Intermittent (casual)	Total Male	Full-time	Part-time	Irregular/ Intermittent (casual)	Total Female	Full-time	Part-time	Total Indeter- minate	
NSW	-	-	-	-	-	-	-	-	-	-	-	-
Qld	-	-	-	-	-	-	-	-	-	-	-	-
SA	-	-	-	-	-	-	-	-	-	-	-	-
Tas	-	-	-	-	-	-	-	-	-	-	-	-
Vic	-	-	-	-	-	-	-	-	-	-	-	-
WA	-	-	-	-	-	-	-	-	-	-	-	-
ACT	38	3	49	90	38	13	32	82	-	-	-	173
Overseas	-	-	-	-	-	-	-	-	-	-	-	-
Total	**38**	**3**	**49**	**90**	**38**	**13**	**32**	**82**	**-**	**-**	**-**	**173**

Notes: Staffing figures extracted from DPS Payroll 10 July 2018. Figures include DPS Secretary and the Parliamentary Librarian.

TABLE 48: Ongoing Employees Current Report Period (2018–19) as at 30 June 2019

	Male			Female			Indeterminate			Total
	Full-time	Part-time#	Total Male	Full-time	Part-time#	Total Female	Full-time	Part-time#	Total Indeterminate	
SES 3	-	-	-	1	-	1	-	-	-	1
SES 2	2	-	2	1	-	1	-	-	-	3
SES 1	11	-	11	4	-	4	-	-	-	15
PEL 2	28	1	29	17	3	20	-	-	-	49
PEL 1	76	9	85	54	13	67	-	-	-	152
PSL 6	77	1	78	49	6	55	-	-	-	133
PSL 5-6*	9	5	14	17	13	30	-	-	-	44
PSL 5	44	-	44	21	9	30	-	-	-	74
PSL 4-5*	17	-	17	8	2	10	-	-	-	27
PSL 4	52	-	52	36	11	47	-	-	-	99
PSL 3	25	1	26	10	2	12	-	-	-	38
PSL 2-3*	20	-	20	-	-	-	-	-	-	20
PSL 2	19	5	24	7	3	10	-	-	-	34
PSL 1-2-3*	7	-	7	1	-	1	-	-	-	8
PSL-1-2*	101	11	112	16	1	17	-	-	-	129
PSL 1	7	-	7	-	-	-	-	-	-	7
Total	**495**	**33**	**528**	**242**	**63**	**305**	**-**	**-**	**-**	**833**

Notes:

#Part-time figures include 'sessional' employees.

*denotes broadband classification.

Staffing figures extracted from DPS Payroll 12 July 2019.

TABLE 49: Non-Ongoing Employees Current Report Period (2018–19) as at 30 June 2019, Classification and Gender

	Male				Female				Indeterminate				Total
	Full-time	Part-time	Casual	Total Male	Full-time	Part-time	Casual	Total Female	Full-time	Part-time	Casual	Total Indeterminate	Total
Secretary	1	-	-	1	-	-	-	-	-	-	-	-	1
Parliamentary Librarian	-	-	-	-	1	-	-	1	-	-	-	-	1
PEL 2	2	-		2	1	-	-	1	-	-	-	-	3
PEL 1	10	1	4	15	5	1	5	11	-	-	-	-	26
PSL 6	6	1	1	8	2	3	-	5	-	-	-	-	13
PSL 5-6*	-	-	-	-	-	-	3	3	-	-	-	-	3
PSL 5	4	1	-	5	8	1	-	9	-	-	-	-	14
PSL 4-5* (Graduate)	-	-	-	-	1	-	-	1	-	-	-	-	1
PSL 4-5* (Graduate)	7	-	6	13	11	5	4	20	-	-	-	-	33
PSL 3	5	1	5	11	5	2	6	13	-	-	-	-	24
PSL 2-3*	2	-	-	2	-	-	-	0	-	-	-	-	2
PSL 2	8	-	11	19	6	-	13	19	-	-	-	-	38
PSL 1-2*	4	-	15	19	-	-	3	3	-	-	-	-	22
PSL 1	2	-	3	5	1	3	10	14	-	-	-	-	19
Apprentice	5	-	-	5	3	-	-	3	-	-	-	-	8
Total	**56**	**4**	**45**	**105**	**44**	**15**	**44**	**103**	**-**	**-**	**-**	**-**	**208**

Notes:

Staffing figures extracted from DPS Payroll 12 July 2019.

*denotes broadband classification.

TABLE 50: Ongoing Employees Previous Report Period (2017–18) as at 30 June 2018

	Male			Female			Indeterminate		Total	Total
	Full-time	Part-time#	Total Male	Full-time	Part-time#	Total Female	Full-time	Part-time	Total Indeterminate	Total
SES 2	2	-	2	2	-	2	-	-	-	4
SES 1	8	-	8	3	-	3	-	-	-	11
PEL 2	23	-	23	20	2	20	-	-	-	45
PEL 1	68	10	78	55	11	57	-	-	-	144
PSL 6	77	-	77	47	11	58	-	-	-	135
PSL 5-6*	7	6	13	9	22	20	-	-	-	44
PSL 5-6*	42	-	42	24	7	46	-	-	-	73
PSL 4-5*	14	-	14	6	2	13	-	-	-	22
PSL 4-5*	61	2	63	32	12	34	-	-	-	107
PSL 3 (Graduate)	-	-	-	1	-	1	-	-	-	1
PSL 3	23	-	23	15	2	17	-	-	-	40
PSL 2-3*	20	-	20	-	-	-	-	-	-	20
PSL 2-3*	17	5	22	10	5	15	-	-	-	37
PSL 1-2-3*	7	-	7	1	-	1	-	-	-	8
PSL 1-2*	91	15	106	20	-	20	-	-	-	126
PSL 1	7	-	7	1	-	1	-	-	-	8
Total	**467**	**38**	**505**	**246**	**74**	**320**	**-**	**-**	**-**	**825**

Notes:

Staffing figures extracted from DPS Payroll 10 July 2018.

#Part-time figures include part-time 'sessional' employees.

*denotes broadband.

TABLE 51: Non-Ongoing Employees Previous Report Period (2017–18) as at 30 June 2018

	Male				Female				Indeterminate				Total
	Full-time	Part-time#	Casual	Total Male	Full-time	Part-time#	Casual	Total Female	Full-time	Part-time	Casual	Total Indeterminate	
Secretary	1	-	-	1	-	-	-	-	-	-	-	-	1
Parliamentary Librarian	-	-	-	-	1	-	-	1	-	-	-	-	1
PEL 2	1	1	-	2	-	-	-	-	-	-	-	-	2
PEL 1	8	-	4	12	4	-	1	5	-	-	-	-	17
PSL 6	4	1	1	6	6	3	-	9	-	-	-	-	15
PSL 5-6*	-	-	-	-	1	-	3	4	-	-	-	-	4
PSL 5	6	1	-	7	3	1	-	4	-	-	-	-	11
PSL 4-5*	2	-	-	2	-	-	-	-	-	-	-	-	2
PSL 4	5	-	6	11	10	5	3	18	-	-	-	-	29
PSL 3	3	-	6	9	5	1	5	11	-	-	-	-	20
PSL 2-3*	2	-	-	2	-	-	-	-	-	-	-	-	2
PSL 2	6	-	12	18	8	2	10	20	-	-	-	-	38
PSL 1-2*	-	-	18	18	-	-	1	1	-	-	-	-	19
PSL 1	-	-	2	2	-	1	9	10	-	-	-	-	12
Total	**38**	**3**	**49**	**90**	**38**	**12**	**32**	**83**	**-**	**-**	**-**	**-**	**173**

Notes:

Staffing figures extracted from DPS Payroll 10 July 2018.

#Part-time figures include part-time sessional employees.

*denotes broadband classification.

TABLE 52: Employees by Full-time and Part-time Status Current Report Period (2018–19) as at 30 June 2019

	Ongoing			Non-ongoing				Total
	Full-time	Part-time#	Total Ongoing	Full-time	Part-time#	Casual	Total	
Secretary	-	-	-	1	-	-	1	1
Parliamentary Librarian	-	-	-	1	-	-	1	1
SES 3	1	-	1	-	-	-	-	1
SES 2	3	-	3	-	-	-	-	3
SES 1	15	-	15	-	-	-	-	15
PEL 2	45	4	49	3	-	-	3	52
PEL 1	130	22	152	15	2	9	26	178
PSL 6	126	7	133	8	4	1	13	146
PSL 5-6*	26	18	44	-	-	3	3	47
PSL 5	65	9	74	12	2	-	14	88
PSL 4-5* (Graduate)	-	-	-	1	-	-	1	1
PSL 4-5*	25	2	27	-	-	-	-	27
PSL 4	88	11	99	18	5	10	33	132
PSL 3	35	3	38	10	3	11	24	62
PSL 2-3*	20	-	20	2	-	-	2	22
PSL 2	26	8	34	14	-	24	38	72
PSL 1-2-3	8	-	8	0	-	-	-	8
PSL 1-2	117	12	129	4	-	18	22	151
PSL 1	7	-	7	36	3	13	19	26
Apprentice	-	-	-	8	-	-	8	8
Total	**737**	**96**	**833**	**98**	**19**	**89**	**208**	**1,041**

Notes:

Staffing figures extracted from DPS Payroll 12 July 2019.

#Part-time figures include part-time 'sessional' employees.

*denotes broadband classification.

TABLE 53: Full-time and Part-time Status Previous Report Period (2017–18) as at 30 June 2018

	Ongoing			Non-ongoing				Total
	Full-time	Part-time#	Total Ongoing	Full-time	Part-time#	Casual	Total	
Secretary	-	-	-	1	-	-	1	1
Parliamentary Librarian	-	-	-	1	-	-	1	1
SES 2	4	-	4	-	-	-	-	4
SES 1	11	-	11	-	-	-	-	11
PEL 2	43	2	45	1	1	-	2	47
PEL 1	123	21	144	12	-	5	17	161
PSL 6	124	11	135	10	4	1	15	150
PSL 5-6*	16	28	44	1	0	3	4	48
PSL 5	66	7	73	9	2	0	11	84
PSL 4-5*	20	2	22	2	0	0	2	24
PSL 4	93	14	107	15	5	9	29	136
PSL 3 (Graduate)	1	-	1	-	-	-	-	1
PSL 3	38	2	40	8	1	11	20	60
PSL 2-3*	20	-	20	2	0	0	2	22
PSL 2	27	10	37	14	2	22	38	75
PSL 1-2-3*	8	-	8	-	-	-	-	8
PSL 1-2*	111	15	126	-	-	19	19	145
PSL 1	8	-	8	-	1	11	12	20
Total	**713**	**112**	**825**	**76**	**16**	**81**	**173**	**998**

Notes:

Staffing figures extracted from DPS Payroll 10 July 2018.

#Part-time figures include part-time 'sessional' employees.

*denotes broadband classification.

TABLE 54: Employment type by location Current Report Period (2018–19)

	Ongoing	Non-ongoing	Total
NSW	-	-	-
Qld	-	-	-
SA	-	-	-
Tas	-	-	-
Vic	-	-	-
WA	-	-	-
ACT	833	208	1041
Overseas	-	-	-
Total	**833**	**208**	**1,041**

TABLE 55: Employment type by location Previous Report Period (2017–18)

	Ongoing	Non-ongoing	Total
NSW	-	-	-
Qld	-	-	-
SA	-	-	-
Tas	-	-	-
Vic	-	-	-
WA	-	-	-
ACT	825	173	998
Overseas	-	-	-
Total	**825**	**173**	**998**

TABLE 56: Indigenous Employment Current Report Period (2018–19)

	Ongoing
Ongoing	16
Non-ongoing	7
Total	**23**

TABLE 57: Indigenous Employment Previous Report Period (2017–18)

	Ongoing
Ongoing	13
Non-ongoing	2
Total	**15**

APPENDIX B: ENVIRONMENTAL MANAGEMENT

Environmental management

DPS reports annually on elements of environmental performance, in line with the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act), for the management of resources for which it is responsible.

DPS also reports under the:

- *Energy Efficiency in Government Operations* Policy, and
- *National Environment Protection Measures (Implementation) Act 1998*.

Ecologically Sustainable Development (ESD)

Ecologically Sustainable Development (ESD) is defined as 'development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends'.[43]

DPS reports annually on ESD throughout this report.

Identification, management and monitoring of environmental impacts

DPS aims to ensure that the vital functions of Parliament House operate effectively, while minimising resource consumption and waste production by:

- monitoring environmental performance
- implementing programs and projects to improve environmental outcomes, and
- developing plans to improve environmental sustainability.

Many activities at Parliament House—including maintenance, engineering, landscaping, ICT, catering and office-based services—have the potential to affect the environment through energy and water consumption, greenhouse gas emissions and waste generation.

DPS incorporates environmental guidelines and checklists in the procurement of products and services and in the planning and delivery of projects, including consideration of:

- whole-of-life principles
- sustainable procurement principles
- reuse and recycling of materials, and
- energy, water and waste minimisation.

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43   National Strategy for Ecologically Sustainable Development 1992.

Communication and promotion

DPS provides information on its environmental performance and promotes sustainability initiatives. This includes encouraging participation in annual environmental events such as National Recycling Week and World Environment Day.

Environmental performance

Water consumption

FIGURE 25: Annual water consumption 2009–10 to 2018–19
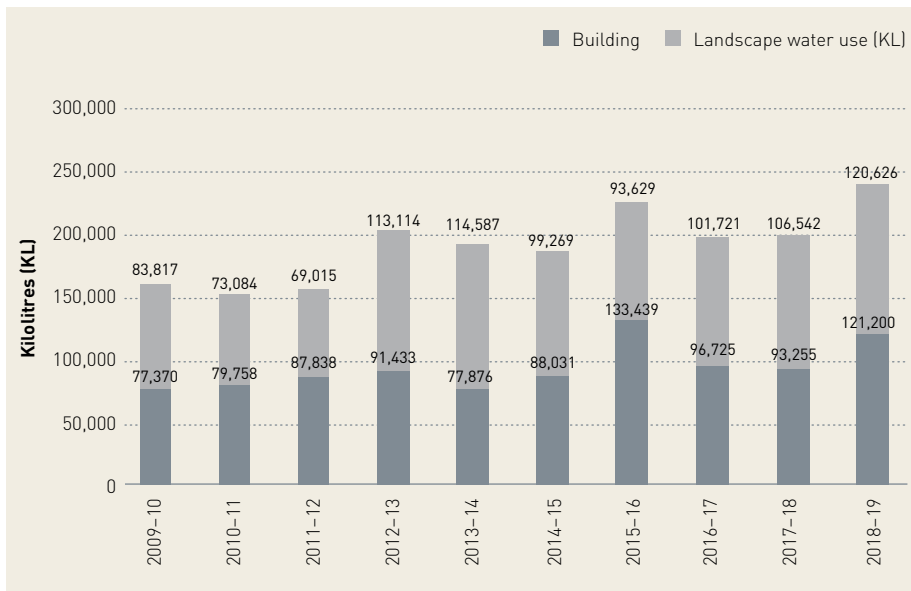
Total water consumption for 2018–19 was 241,826KL, representing an increase of 21 per cent on the 199,797KL consumed the previous year. Landscape water consumption increased from 106,542KL in 2017–18 to 120,626KL in 2018–19, representing an increase of 13 per cent. Building water consumption in 2018–19 was 121,200KL, an increase of 30 per cent on the 93,255KL consumed the previous year. Annual water consumption for Parliament House is shown in Figure 25.

In 2018–19, landscape water consumption increased due to additional irrigation requirements associated with re-turfing lawn in areas affected by the building perimeter security works. In addition, summer 2019 was the warmest on record in the ACT requiring additional landscape irrigation—although rainfall was deemed average during the summer, water was predominately delivered by thunderstorms which are not favorable for irrigation.

In 2018–19, building water consumption increased due to major upgrade works of the building's 'Condenser Water System' and external 'Cooling Tower' which required the large water tanks for the cooling tower and main water pipes between the cooling tower and the building's central energy equipment to be fully drained, flushed and refilled.

Water saving initiatives

Kitchens upgrade project

In 2019, the Parliament House kitchens are being updated in two stages to incorporate more energy and water efficient equipment—new large commercial dishwashers will use 40 per cent less water and 55 per cent less energy. The construction phase for stage one and design phase for stage two is scheduled for completion in November 2019. The construction phase for stage two will commence in December 2019 with an estimated completion in August 2020.

Air-conditioning upgrade project

In 2018–19, DPS progressed with the design phase for the upgrade of the building's main air-conditioning systems. The upgrade will include the replacement of the existing water humidification system for the building to increase water efficiency, reduce chemical usage, and improve building comfort conditions. The design phase of the project is expected to be completed in 2020.

Energy consumption

In 2018–19, total energy consumed at Parliament House, DPS tenancies, and by DPS vehicles was 143,571GJ, representing an increase of 1.6 per cent from the previous year. Parliament House electricity consumption decreased by 2.4 per cent, natural gas consumption increased by 8.4 per cent, diesel fuel energy (non-transport) increased by 11 per cent, and energy for DPS vehicles (passenger and other transport) increased by 15 per cent compared with 2017–18.

Table 58 shows energy consumption by Parliament House, DPS tenancies and by DPS vehicles. Parliament House building energy use comprises:

- natural gas for heating, general hot water and in kitchens
- electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment, and
- a small amount of diesel mainly used for testing the emergency backup generators.

TABLE 58: Energy consumed at Parliament House, DPS tenancies and by DPS vehicles

Indicator	Energy consumption (GJ)		
	2016–17	2017–18	2018–19
Parliament House building[44]	144,807	140,380	142,451
Minter Ellison building[45]	614	603	679
Transport–passenger vehicles	69	51	45
Other transport[46]	363	333[47]	396
Total energy consumption	**145,853**	**141,367[48]**	**143,571**

Figure 26 shows total Parliament House electricity and gas consumption has remained reasonably consistent over the past 10 years. In 2018–19, Parliament House's combined electricity and gas consumption was 141,918GJ—an increase of 1.2 per cent compared to the average energy consumption of 140,178GJ over the previous three years.

In 2018–19, electricity consumption was the lowest on record since the building opened in 1988. Lower electricity use was achieved following refurbishment and upgrade of the building's five external cooling towers, main condenser water system and associated equipment. The project included installation of more energy efficient fans, pumps and motors to improve the overall efficiency of the building's cooling systems.

In 2018–19, gas consumption was higher than average due to the building's ageing heating equipment. Additional heating required to maintain temperature while entrances were under construction during cooler months was also a contributing factor. In 2019, DPS completed the upgrade of six large boilers used to heat the building, which together with further optimisation of temperature settings in 2019, is expected to lower gas consumption considerably over the coming years.

44 Includes electricity, natural gas and diesel (non-transport).

45 Energy use (electricity only) related to DPS tenancy at Minter Ellison building.

46 Includes LPG, diesel and petrol used for maintenance and loading dock vehicles.

47 Other transport consumption in 2017–18 was 333 GJ, not 296 GJ as previously reported. The difference is due to a correction to the 'unit of measure' for LPG fuel used by DPS maintenance vehicles.

48 Total energy consumption in 2017-18 was 141,367 GJ, not 141,330 GJ as previously reported. The difference is due to a correction for 'Other Transport' energy usage.

FIGURE 26: Parliament House annual electricity and gas consumption from 2009–10 to 2018–19
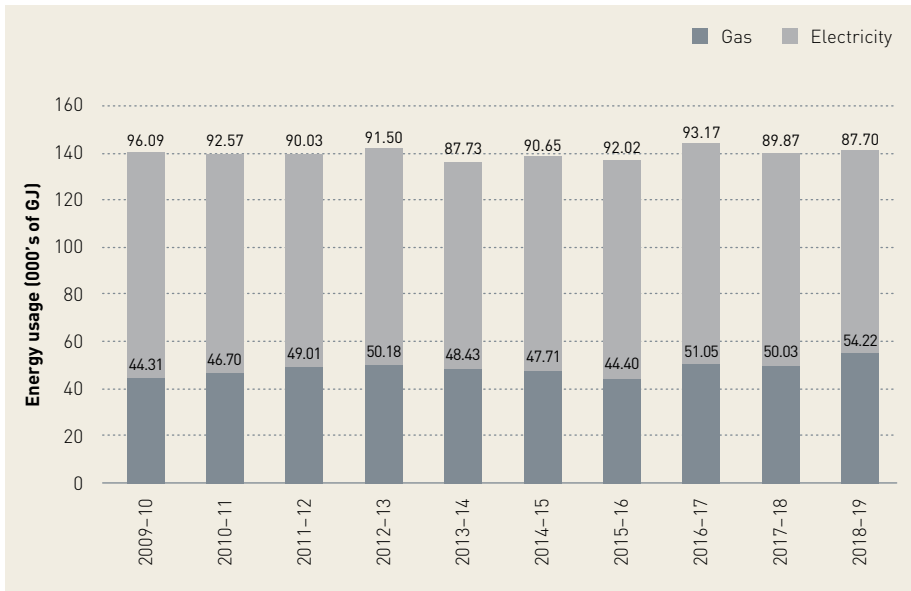
Transport energy use

In 2018–19, there was a 15 per cent increase in energy use associated with all DPS transport vehicles, compared with 2017–18.[49] This increase was largely due to additional work required to reinstate landscaping following external security upgrades. Other transport energy consists of fuel used in onsite maintenance and loading dock vehicles, many of which operate on electric power to reduce emissions.

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49   Combined energy use for Transport-passenger vehicles and Other transport, see table 58.

Energy saving initiatives

Projects and energy saving initiatives progressed in 2018–19 include:

- upgrade of lifts—this project is upgrading all 42 lifts in the building. New mechanical components use 30 per cent less energy. In 2018–19, 16 lifts were upgraded and a total of 20 lifts are now completed. Of the remaining 22 lifts, the next 18 are scheduled for completion in 2019–20 and the final four lifts will be completed in 2020–21.

- upgrade of the heating and cooling air systems—this project includes the upgrade of the building's 37 major air-handling units, 16 smaller constant volume units, and 63 individual fan coil units used to distribute air and control comfort conditions in the building. The project is currently in the design phase which is expected to be completed in 2020. New design features to improve energy efficiency and reduce greenhouse gas emissions include:
  - more energy efficient fans, pumps, and motors
  - variable speed drives to improve equipment efficiency
  - upgrade of dampers to optimise air flows
  - upgrade of the humidification systems
  - enhanced metering capability
  - improved control systems to operate equipment more efficiently, and
  - new refrigerants which are more environmentally friendly.

- upgrade of the ventilation systems—this project includes the upgrade of exhaust fans for carparks, toilets, loading dock, lift motor rooms, uninterruptable power supply rooms, battery rooms, and transformer rooms. New improvements to reduce energy consumption include:
  - high efficiency fans and motors and optimisation of airflows
  - installation of variable speed drives for energy efficient fan control, and
  - improved temperature monitoring for safe and efficient equipment operation.

Recycling and waste management

Parliament House waste is generated from a diverse range of activities inside and outside the building. Quantities and types of waste fluctuate throughout the year, depending on building occupancy, sitting patterns, construction projects, office refurbishments, and election cycles.

DPS recycles paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape material, metal, organic food waste and co-mingled waste.

In 2018–19, the total amount of general waste (excluding construction waste) sent to landfill was 382 tonnes. This was a decrease of five per cent compared with the 404 tonnes sent in 2017–18. Factors contributing to the decrease in landfill waste included lower building occupancy levels due to the federal election in 2019 and increased recycling rates. Table 59 shows waste quantities and recycling rates.[50]

TABLE 59: Recycling rates and waste type for Parliament House (tonnes)

Waste type	2016–17	2017–18	2018–19
Landfill waste	412	404	382
Reused, recycled, and composted waste	589	569	615
Total waste generated	**1001**	**973**	**997**
Recycling rates	**59%**	**58%**	**62%**

In 2018–19, a total of 170 tonnes of paper and cardboard was recycled—an increase of three per cent compared with the 165 tonnes in 2017–18. The amount of paper and cardboard recycled varies annually, depending on parliamentary business and other building activity. The printer settings on all DPS fleet printers are set to double-sided printing and greyscale on all print jobs, to reduce paper consumption and printing costs.

Figure 27 shows annual waste disposed to landfill (excluding landscape waste) and paper recycled.

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50   Total waste recycled as a percentage of total waste generated including landfill waste.

FIGURE 27: Annual waste disposed to landfill (excluding landscape waste) and paper recycled
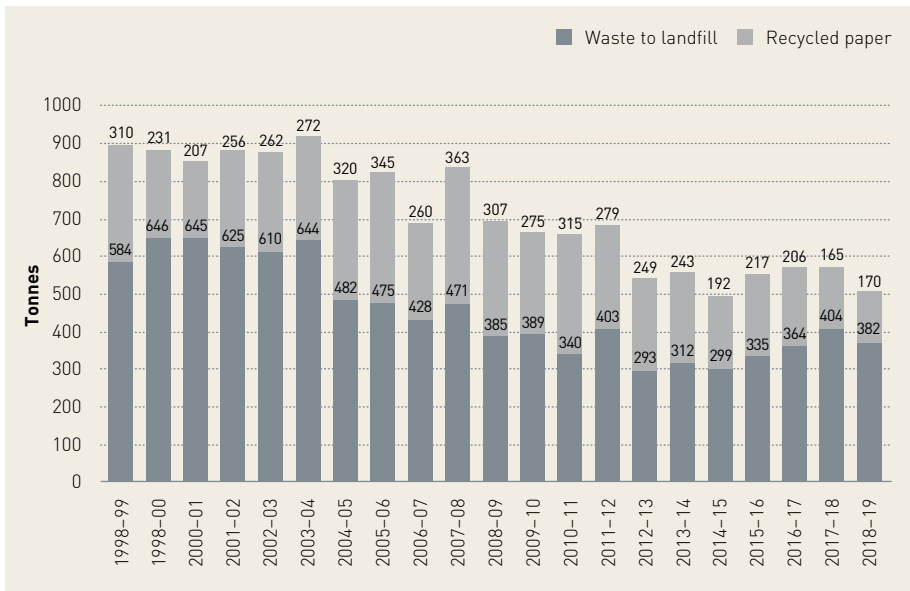
In 2018–19, other quantities of waste reused and recycled included; 140 tonnes of landscape waste, 92 tonnes of scrap metal, 82 tonnes of kitchen grease, 64[51] tonnes of food organics, 34 tonnes of co-mingled recycling, and 31 tonnes of e-waste. DPS strives to increase recycling rates and improve reporting by working closely with waste service providers to accurately quantify all waste types from Parliament House.

Figure 28 shows a breakdown of the main waste types recycled at Parliament House in 2018–19 compared to waste sent to landfill.

Construction waste is managed under project contracts and, where possible and appropriate, construction materials are reused, recycled or disposed of in an environmentally friendly manner. In 2018–19, approximately 35 tonnes of steel lift parts and equipment were sent for reuse and recycling as part of the Parliament House lift upgrade project.

51 Excludes food donated to *OzHarvest.*

FIGURE 28: Breakdown of main waste types (recycling and non-recycling) in 2018–19
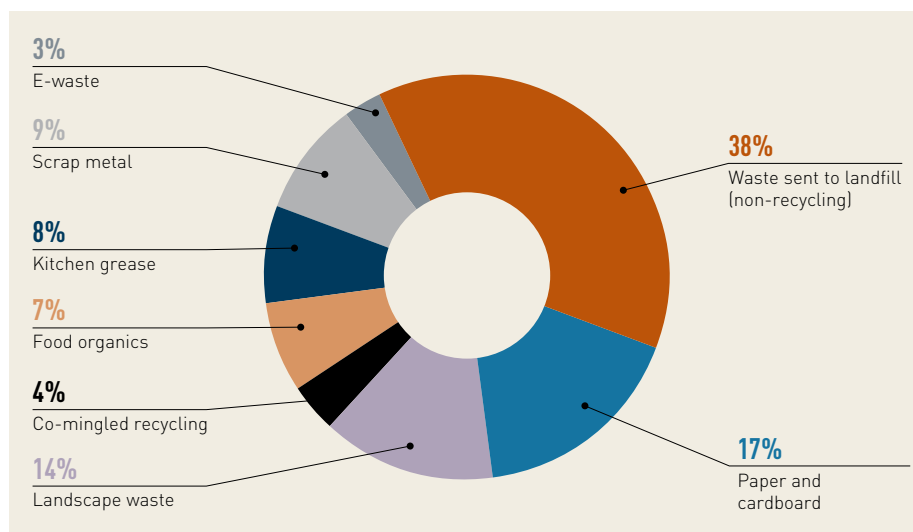
TABLE 60: Breakdown of main waste types in 2018–19 (tonnes)

Waste type	
Non-recycling	
Waste sent to landfill	382
Recycling	
Paper and cardboard	170
Landscape waste	140
Co-mingled recycling	34
Food organics[52]	64
Kitchen grease	82
Scrap metal	92
E-waste	31
Other recyclables (printer cartridges, lamps etc.)	2
Total waste generated	**997**

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52   Excludes food donated to *OzHarvest*.

Landscape waste

The preferred method for disposing of green landscape waste at Parliament House is to chip the material on-site and re-use it in the gardens. When waste generated in the landscape cannot be chipped on-site the material is taken off-site to be recycled or sent to landfill. During 2018–19, 140 tonnes of landscape waste was sent for recycling and 44 tonnes of non-recyclable material was sent to landfill. Figure 29 shows annual trends in landscape waste and recycling rates.

FIGURE 29: Annual quantity of landscape waste (tonnes)
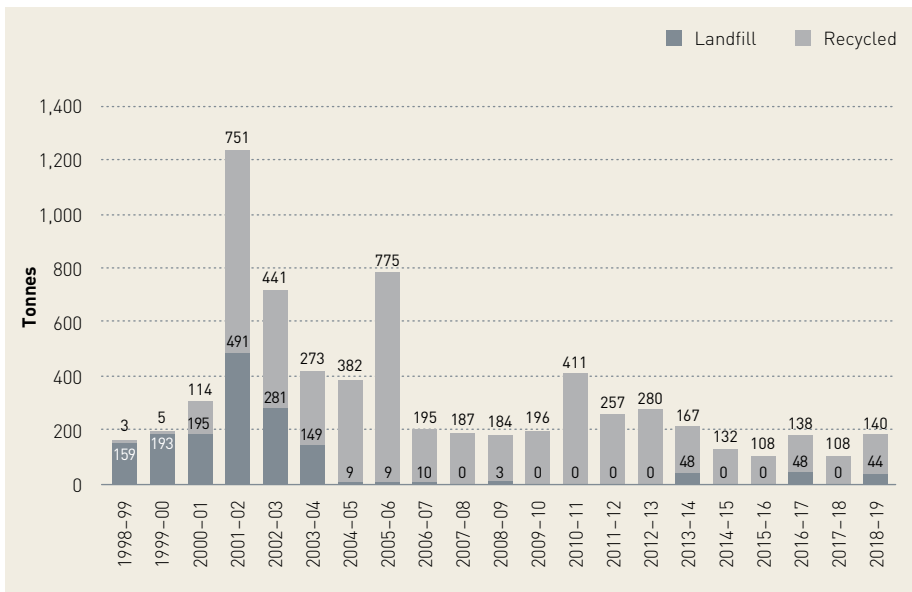
Co–mingled and organic waste recycling

Co-mingled waste includes metal cans, glass bottles, milk cartons and plastic, collected in a common bin. During 2018–19, a total of 34 tonnes of co-mingled waste was collected and recycled, a 10 per cent decrease compared to the amount collected and recycled in 2017–18. The decrease in co-mingled recycling is likely due to a reduction in building occupancy levels during the 2019 federal election.

DPS donates surplus meals to charity via our partnership with the food rescue service charity *OzHarvest* and also collects food scraps from catering operations for recycling at a local worm farm and composting facility. These initiatives reduce the burden on ACT landfill sites while reducing emissions (methane) caused by the breakdown of food waste.

During 2018–19, a total of 3,438 meals (1,146 kilograms) were donated to charity and an additional 64 tonnes of organic food waste was sent to the worm farm for composting. As part of a kitchen refurbishment project currently underway, DPS will install a food waste digester onsite to process food scraps from catering operations— this initiative will reduce operating costs and limit transport emissions associated with composting food waste offsite. Figure 30 illustrates annual co-mingled and organic recycling rates.

FIGURE 30: Parliament House annual co-mingled and organic waste recycled (tonnes)
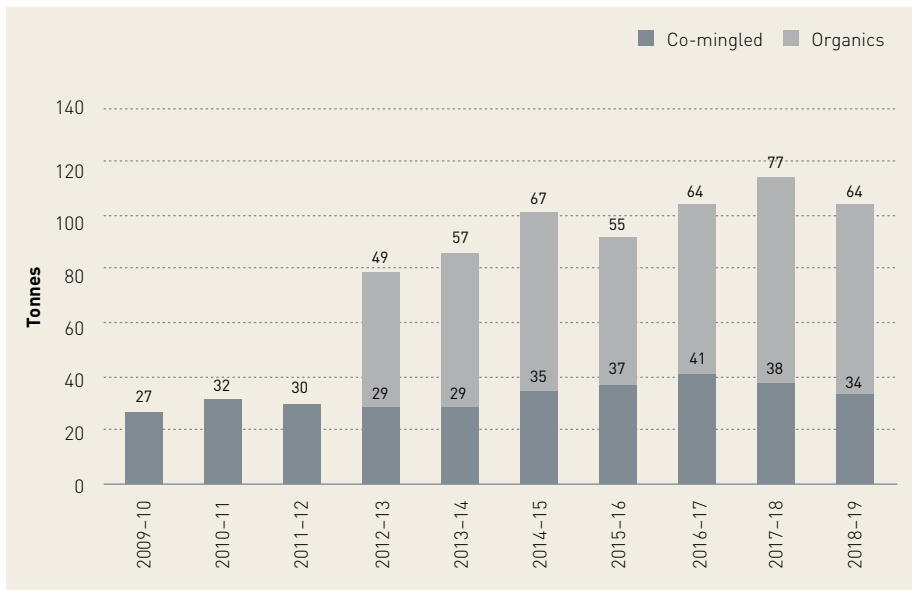
Emissions and effluents

Greenhouse gas emissions

During 2018–19, a total of 26,092 tonnes of carbon dioxide equivalent (CO_2e) was generated from Parliament House operations and DPS tenancies,[53] representing a four per cent decrease from 2017–18. The reduction in emissions is due to lower electricity consumption over this reporting period compared to last.

In 2018–19, DPS reduced CO_2 emissions by 53 tonnes from renewable electricity generated by rooftop solar panels at Parliament House. Table 61 shows the breakdown of emissions within various categories.

TABLE 61: Annual greenhouse gas emissions—direct and indirect, including passenger and operational vehicle fleets (tonnes CO_2e)

Emission category	Comment	2016–17	2017–18	2018–19
Scope 1	Emissions at the source of the activity (for example, emitted from gas and fuel usage at Parliament House and by vehicles)	2,702	2,635	2,862
Scope 2	Emissions generated elsewhere (for example, by the power plants that produce the electricity used by Parliament House and DPS tenancies)	21,835	20,810	20,084
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, over which DPS has little control	3,776	3,652	3,146
Scopes 1 and 2 total	DPS has direct responsibility for these emissions	24,537	23,445	22,946
Total net emissions (Scopes 1, 2 and 3)	**Direct and indirect emissions including offsets**	**28,313**	**27,097**	**26,092**

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53   Electricity use from DPS tenancy at Minter Ellison building.

FIGURE 31: Parliament House greenhouse gas emissions from electricity and gas usage, and carbon savings from renewable sources (tonnes CO_2 e)
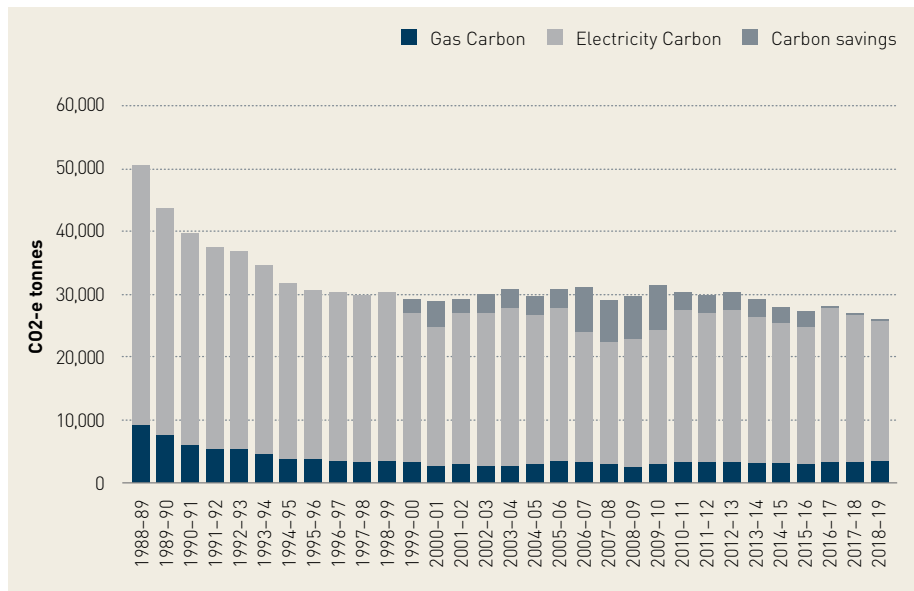
Carbon savings include accredited green power purchased under the whole-of-Australian Government (WoAG) electricity contract and a small amount of solar power generated from Parliament House rooftop solar panels. From 1 July 2016, accredited green power was not provided under the WoAG contract.

Emission reductions from recycling

In 2018–19, DPS diverted 64 tonnes of organic food waste from landfill to a local recycling facility—equivalent to reducing lifetime landfill CO_2 emissions by 122 tonnes.[54]

Low emissions paint

DPS uses low odour, low VOC paint for all wall painting activities throughout office areas, rooms and corridors in Parliament House. Low VOC paints are those that contain less 'Volatile Organic Compounds' or VOC Solvents than traditional coatings and improve indoor air quality. DPS is also trialling low odour, low VOC paint for use on basement plant room floors to further improve indoor air quality in the building. DPS performs regular checks of indoor air quality in Parliament House to ensure high standards are maintained.

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54   Conversion factor equals 1.9 tonnes CO_2 per tonne of solid food waste–National Greenhouse Accounts (NGA) factors (2016).

Ozone–depleting substances

Parliament House relies on refrigerants that contain Ozone-Depleting Substances (ODS). These are used for chillers, air-conditioning units, cool rooms and refrigerators. DPS is reducing the requirement for ozone-depleting gases through timely replacement of older cooling equipment with equipment that uses environmentally safer 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.

Air pollutants

The combustion of natural gas at Parliament House for heating, hot water and cooking purposes generates oxides of nitrogen (NOx), oxides of sulphur (SOx) and other air pollutants. DPS reports on these emissions through the National Pollutant Inventory (NPI).

Discharges to water

Sewage from Parliament House is required, under a trade waste agreement, to be equivalent to domestic strength (a domestic equivalent is a concentration or level the same as would be found in household waste water). To ensure these requirements are met, the following facilities are in place:

- a grease trap on each kitchen drain
- a coalescing plate filter on the vehicle wash-down bay (to prevent oil from entering the sewer), and
- a system to remove paint solids from paint brush washing facilities before waste enters the sewer.

Significant spills of chemicals, oils and fuels

In 2018–19, there were no significant spills of chemicals, oils or fuels from Parliament House.

APPENDIX C: ADVERTISING AND MARKET RESEARCH

In accordance with section 311 A of the *Commonwealth Electoral Act 1918*, DPS annually reports expenditure on advertising and market research. Expenditure by DPS in 2018–19 was as follows:

TABLE 62: Advertising costs (ex GST)

Description	2017–18	2018–19
ACT Government— Chief Minister, Treasury and Economic Development	$9,090.91	$1,636.36
Canberra Convention Bureau	$2,454.55	$2,454.55
Dentsu X Mitchell	$22,825.44	$6,244.35
National Capital Education Tourism Project	$1,250.00	Nil
Public Service News	$1,620.34	Nil
Universal McCann	Nil	$16,444.32
Total	**$37,241.24**	**$26,779.58**

During 2018–19, DPS did not conduct any government advertising campaigns.

APPENDIX D: DISABILITY REPORTING

Since 1994, non-corporate Commonwealth entities have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy. In 2007–08, reporting on the employer role was transferred to the Australian Public Service Commission's *State of the Service* reports and the *APS Statistical Bulletin*. These reports are available at www.apsc.gov.au.

From 2010–11, entities have no longer been required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by the National Disability Strategy 2010–20, which sets out a 10-year national policy framework to improve the lives of people with disability, promote participation and create a more inclusive society. Over the life of the Strategy, a two-yearly report with national trend indicator data will track progress on the achievement of better outcomes for people with disability. The 2014 and 2016 reports published by the Department of Social Services are available at: https://www.dss.gov.au/disability-and-carers-supporting-people-with-disability/resources.

APPENDIX E: CORRECTION OF MATERIAL ERRORS IN PREVIOUS ANNUAL REPORT

- Table 42—Energy consumed at Parliament House, DPS tenancies and by DPS vehicles:

  - 'Other transport consumption' in 2017–18 was 333 GJ, not 296 GJ. The difference is due to a correction to the 'unit of measure' for LPG fuel used by DPS Maintenance vehicles.

  - 'Total energy consumption' in 2017–18 was 141,367 GJ, not 141,330 GJ. The difference is due to a correction for 'Other Transport' energy usage (see note above).

- Table 34—Employee Performance 2016–17 and 2017–18

  - Aboriginal and Torres Strait Islander employee numbers for 2017–18 should be 15 employees (1.5 per cent) not 14 employees (1.4 per cent). The difference is a result of two different HR reports capturing information for different report periods—ie point in time reporting (at a date) versus over a period (for the month).

REFERENCE MATERIAL

8

ACRONYMS AND ABBREVIATIONS

AAIs—Accountable Authority Instructions

ABS—Australian Bureau of Statistics

ACT—Australian Capital Territory

AFP—Australian Federal Police

AGD—Attorney-General's Department

AIA—American Institute of Architects

AIATSIS—Australian Institute of Aboriginal and Torres Strait Islander Studies

AM—Member of the Order of Australia

ANAO—Australian National Audit Office

ANZAC—Australian and New Zealand Army Corps

AND—Australian Network on Disability

AO—Officer of the Order of Australia

APH—Australian Parliament House

APLA—Association of Parliamentary Libraries of Australasia

APLAP—Association of Parliamentary Librarians of Asia and the Pacific

APS—Australian Public Service

APSC—Australian Public Service Commission

BCR—Building Condition Rating

BIS—Broadcasting Infrastructure Support

BMS—Building Management System

CBOC—Corporate Business Operations Centre

CCTV—Closed Circuit Television

CEO—Chief Executive Officer

CFO—Chief Financial Officer

CIO—Chief Information Officer

CMT—Competency Maintenance Training

COO—Chief Operating Officer

CPRs—Commonwealth Procurement Rules

CRD—Central Reference Document

DIAU—Design Integrity and Archives Unit

DPS—Department of Parliamentary Services

EACS—Electronic Access Control System

EIM—Enterprise Information Management

EMMS—Electronic Media Monitoring Service

EPBC Act—*Environment Protection and Biodiversity Conservation Act 1999*

ESCR—Engineering Systems Condition Rating

ESD—Ecologically Sustainable Development

EUW—End User Workspace

EWIS—Emergency Warning and Intercommunication System

FOI Act—*Freedom of Information Act 1982*

FTE—Full Time Equivalent

FRAIA—Fellow of the Royal Australian Institute of Architects

GJ—gigajoule

GST—Goods and Services Tax

HCOs—Harassment Contact Officers

HIA—Head of Internal Audit

HMC—Historical Memorials Committee

HRC—Health and Recreation Centre

HSRs—Health and Safety Representatives

IAGDP—Indigenous Australian Government Development Program

ICT—Information and Communication Technology

IFLA—International Federation of Library Associations and Institutions

IFLAPARL—International Federation of Library Associations and Institutions for Parliaments Section

ILS—Integrated Library System

IST—Initial Security Training

JSCPL—Joint Standing Committee on the Parliamentary Library

KL—kilolitre

KPIs—Key Performance Indicators

LAST—Library Authoring System and Thesaurus

LCR—Landscape Condition Rating

LFRAIA—Life Fellow of the Australian Institute of Architects

LPG—Liquefied Petroleum Gas

MP—Member of Parliament

NAA—National Archives of Australia

NAIDOC—National Aborigines and Islanders Day Observance Committee

NGA—National Greenhouse Accounts

NPI—National Pollutant Inventory

ODS—Ozone-Depleting Substances

OST—Operational Safety Training

PBIM—Parliamentary Business Information Management

PBS—Portfolio Budget Statements

PCN—Parliamentary Computing Network

PEL—Parliamentary Executive Levels

PGPA Act—*Public Governance, Performance and Accountability Act 2013*

PGPA Rule—*Public Governance, Performance and Accountability Rule 2014*

PICTAB—Parliamentary ICT Advisory Board

PID Act—*Public Interest Disclosure Act 2013*

PIP—Parliamentarian Information Portal

PM&C—Department of the Prime Minister and Cabinet

PPS—Parliamentary Paper Series

PRRB—Parliamentary Recording and Reporting Branch

PS Act—*Parliamentary Service Act 1999*

PSIEN—Parliamentary Service Indigenous Employee Network

PSL—Parliamentary Service Levels

PSM—Public Service Medal

PSS—Parliamentary Security Service

RAP—Reconciliation Action Plan

RFID—Radio-frequency identification

RFT—Request For Tender

RN—Registered Nurse

SES—Senior Executive Service

SMB—Security Management Board

SMEs—Small and Medium Enterprises

SUIP—Security Upgrade Implementation Plan

TEC—Tender Evaluation Committee

WCAG2.0—Web Content Accessibility Guidelines 2.0

WEX—Work Exposure in Government

WHS—Work Health and Safety

WHS Act—*Work Health and Safety Act 2011*

WoAG—whole-of-Australian Government

GLOSSARY

Term	Description
Accountable Authority	The accountable authority of DPS (a non-corporate Commonwealth entity under the PGPA Act) is the Secretary of the department who has responsibility for, and control over, the entity's operations.
Activities	The actions/functions performed by agencies to deliver government policies.
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. In many cases, administered expenses fund the delivery of third party outputs.
Appropriation	An amount of public money Parliament authorises for spending with funds to be withdrawn from the Consolidated Revenue Fund (CRF). Parliament makes laws for appropriating money under the Annual Appropriation Acts and under Special Appropriations, with spending restricted to the purposes specified in the Appropriation Acts.
Agency	A Department of State, Department of Parliament and prescribed agency under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).
Annual Performance Statements	A document prepared by entities to report to what extent they have fulfilled their purpose(s) as articulated at the beginning of a reporting year in their Corporate Plan and Portfolio Budget Statements (PBS).
Art Advisory Committee	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.
Auspic	Provides photographic services under the *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 finishings or decoration.

Term	Description
Commonwealth Procurement Rules (CPRs)	The core procurement policy framework that articulates the Government's expectations for all agencies subject to the *Public Governance, Performance and Accountability Act 2013* (PGPA 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.
Federation Chamber	The second Chamber of the House of Representatives.
Financial Results	The results shown in the financial statements of an agency.
Hansard	Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.
Key Performance Indicators (KPIs)	KPIs are used to assess and monitor the department's performance and to provide a record of our progress towards supporting the department's objectives, how '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.

Term	Description
Parliament House Art Collection	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the *Parliamentary Precincts Act 1988*. In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board (PICTAB)	A body established to oversee progress of the Parliamentary ICT Strategic Plan and to provide guidance to DPS on strategic objectives and outcomes.
ParlInfo Search	An online tool which enables the searching and downloading of parliamentary information including Hansard transcripts, Bills, Senate journals, votes and proceedings, notice papers, committee reports, the *Parliamentary Handbook*, newspaper clippings, media and publications.
ParlView	An online broadcast service which enables the viewing, searching and downloading of parliamentary broadcasts, special parliamentary events and press conferences as well as some historical records.
ParlTV	Parliament House internal television and digital radio service.
Performance Information	Evidence about performance that is collected and used systematically, which may relate to appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed to an intervention. While performance information may be quantitative (numerical) or qualitative (descriptive), it should be verifiable.
PSL Employee	A Parliamentary Service Level employee is a person engaged under section 22, or a person who was engaged as a PSL employee under section 72, of the *Parliamentary Service Act 1999*.
Portfolio Budget Statements (PBS)	Budget-related paper detailing budget initiatives and explanations of appropriations specified by outcome and program by each agency within a portfolio.

Term	Description
Presiding Officers	Two members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is the President, and in the House of Representatives, the Speaker.
Public Governance, Performance and Accountability Act 2013 (PGPA Act)	*The Public Governance, Performance and Accountability Act 2013* sets out main principles and requirements of the Commonwealth Resource Management Framework. Rules and other legislative instruments establish the requirements and procedures necessary to give effect to the governance, performance and accountability matters covered by the Act.
Purpose	Includes the objectives, functions or role of the entity.
Security Management Board	This body is established by the *Parliamentary Service Act 1999*, and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has four members who may, with the Presiding Officers' permission, invite others to attend their meetings.
Status A furniture	The Status A or 'Commissioned' furniture collection comprises around 390 'one-off' furniture items produced by professional craftspeople engaged in fabricating site-specific works in close collaboration with the architects. These items are located in the Senate and House of Representative Chambers, the Members Hall, Reception Hall, the Foyer, the Cabinet Suite and Committee Room One, the Members and Guests Dining Rooms, and Party Committee Rooms. There were also individual commissions for five special suites for the Prime Minister, Deputy Prime Minister, President of the Senate, Speaker of the House of Representatives and the Leader of the Opposition.

Term	Description
Status B furniture	The Status B or 'Global' furniture collection which comprises around 12,000 pieces designed and manufactured specifically for Parliament House integrating timeless design capable of gracefully withstanding decades of use. Global furniture items can be found in parliamentarians' suites, offices of the Clerks of the Senate and House of Representatives, Committee Rooms, Office of the Secretary, the Parliamentary Librarian's office, the Parliamentary Budget Office Executive areas, the Parliament Briefing Rooms and in the general circulation areas of the building including outdoor courtyards.
Status C furniture	Status C furniture is administrative office furniture for use by staff across the four parliamentary departments, including members', ministers' and senators' staff. The furniture comprises a range of ready-manufactured workstations, loose furniture and furnishings including some light industrial items for use in plant rooms, stores and workshops.

LIST OF FIGURES

LIST OF TABLES

LIST OF REQUIREMENTS

Below is the table set out in Schedule 2 of the PGPA Rule. Section 17AJ(d) requires this table to be included in entities' annual reports as an aid of access.

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(g)	**Letter of transmittal**		
17AI	i	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h)	**Aids to access**		
17AJ(a)	iv–vi	Table of contents.	Mandatory
17AJ(b)	252–260	Alphabetical index.	Mandatory
17AJ(c)	232–239	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	245–251	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
17AD(a)	**Review by accountable authority**		
17AD(a)	1–6	A review by the accountable authority of the entity.	Mandatory
17AD(b)	**Overview of the entity**		
17AE(1)(a)(i)	10	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	17–23	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	12	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	10	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	129	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	129	Position title of the accountable authority or each member of the accountable authority.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AE(1)(aa)(iii)	129	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
17AD(c)	**Report on the Performance of the entity**		
Annual Performance Statements			
17AD(c)(i); 16F	48–78	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
17AD(c)(ii)	**Report on Financial Performance**		
17AF(1)(a)	13–16	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	13	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
17AD(d)	**Management and Accountability**		
Corporate Governance			
17AG(2)(a)	138	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)	128–138	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d)–(e)	138	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, Mandatory
External Scrutiny			
17AG(3)	139	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	139	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)	139	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	N/A	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Management of Human Resources			
17AG(4)(a)	140–152	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	194–212	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
17AG(4)(b)		Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following:	Mandatory
	194	Statistics on staffing classification level;	If applicable, Mandatory
	194	Statistics on full-time employees;	If applicable, Mandatory
	194	Statistics on part-time employees;	If applicable, Mandatory
	142, 194	Statistics on gender;	If applicable, Mandatory
	140, 201–204, 211	Statistics on staff location;	If applicable, Mandatory
	142, 212	Statistics on employees who identify as Indigenous.	If applicable, Mandatory
17AG(4)(c)(i)	148	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the *Public Service Act 1999.*	Mandatory
17AG(4)(c)(i)	148	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	
17AG(4)(c)(ii)	200	The salary ranges available for APS employees by classification level.	
17AG(4)(c)(iii)	149	A description of non-salary benefits provided to employees.	

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay.	
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	
Assets Management			
17AG(5)	152	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, mandatory
Purchasing			
17AG(6)	153	An assessment of entity performance against the *Commonwealth Procurement Rules*.	Mandatory
Consultants			
17AG(7)(a)	154	A summary statement detailing the number of new contracts engaging consultants entered into during the period; the total actual expenditure on all new consultancy contracts entered into during the period (inclusive of GST); the number of ongoing consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST).	Mandatory
17AG(7)(b)	154	A statement that *"During [reporting period], [specified number] new consultancy contracts were entered into involving total actual expenditure of $[specified million]. In addition, [specified number] ongoing consultancy contracts were active during the period, involving total actual expenditure of $[specified million]"*.	Mandatory
17AG(7)(c)	154	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

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(7)(d)	154	A statement that "*Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website.*"	Mandatory
Australian National Audit Office Access Clauses			
17AG(8)	155	If an entity entered into a contract with a value of more than $100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
Exempt contracts			
17AG(9)	155	If an entity entered into a contract or there is a standing offer with a value greater than $10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
Small business			
17AG(10)(a)	155	A statement that "*[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website.*"	Mandatory
17AG(10)(b)	155	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(10)(c)	155	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that *"[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website."*	If applicable, Mandatory
Financial Statements			
17AD(e)	157–191	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
Executive Remuneration			
17AD(da)	196–199	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2–3 of the Rule.	Mandatory
17AD(f) Other Mandatory Information			
17AH(1)(a)(i)	N/A	If the entity conducted advertising campaigns, a statement that *"During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website."*	If applicable, Mandatory
17AH(1)(a)(ii)	227	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that *"Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]."*	If applicable, Mandatory
17AH(1)(c)	228	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	139	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)	229	Correction of material errors in previous annual report.	If applicable, mandatory
17AH(2)	81–125	Information required by other legislation.	Mandatory

ALPHABETICAL INDEX