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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 Services¹			
Departmental Appropriation²			
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

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

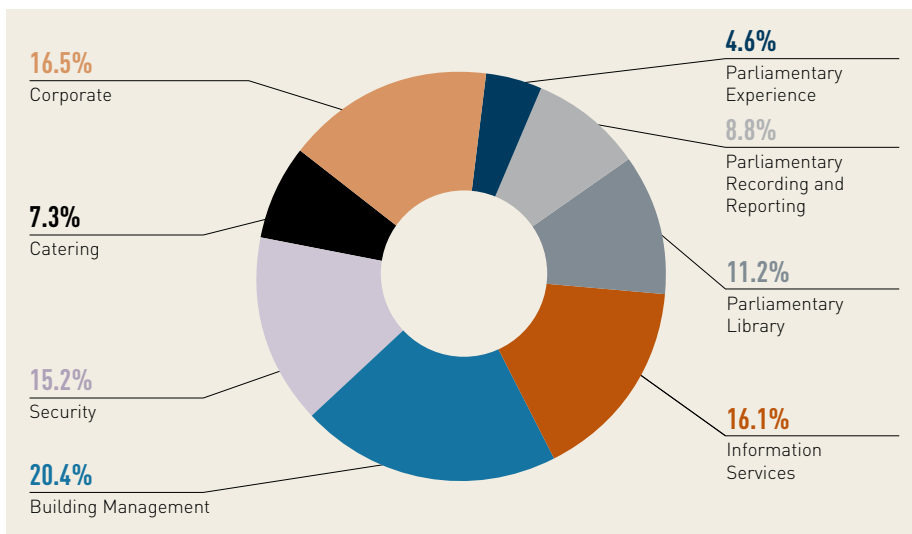
5 Departmental appropriation combines ordinary annual services and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

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



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.

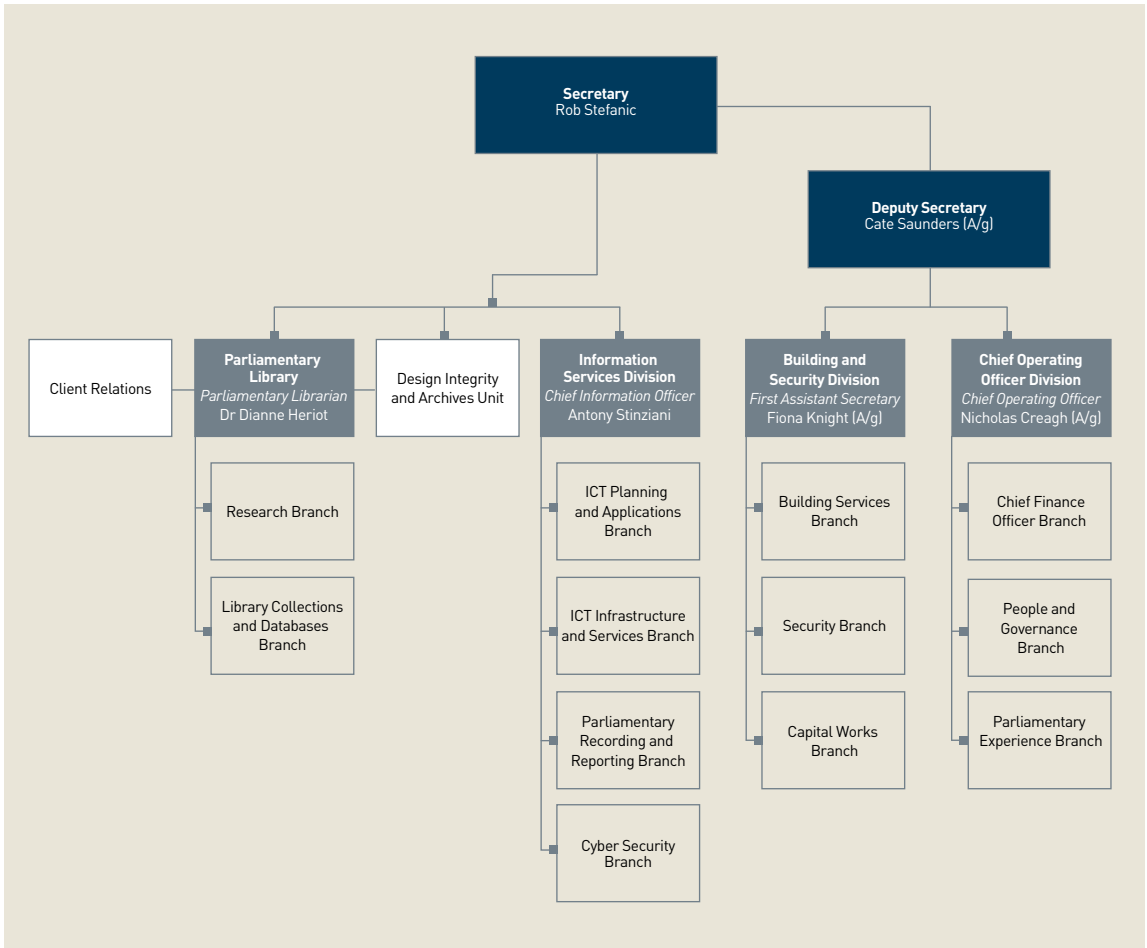
The Secretary is the administrative head of the Department and accountable authority. The Parliamentary Librarian (who is the head of a statutory office) reports directly to the Presiding Officers—and to the Joint Standing Committee on the Parliamentary Library—in respect of her statutory functions.

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 Practising Accountant.

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

