



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL
REPORT

19
20





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PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

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 2019–20

I am pleased to present the Department of Parliamentary Services Annual Report 2019–20 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

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

Rob Stefanic
Secretary
22 September 2020



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

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 2019-20

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 2020.

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

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

Yours sincerely

Dr Dianne Heriot
Parliamentary Librarian
22 September 2020

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SECRETARY'S REVIEW

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2019–20 IN REVIEW

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

This reporting period has been one of extreme contrasts. While the latter part of 2019 saw the completion of a number of complex and large projects on a scale not seen since the construction of Parliament House, the first half of 2020 proved to be enormously challenging, both for my department and the community we serve.

Our annual reports are the only enduring and consolidated public record of our organisation's achievements. I am committed to producing content rich reports that articulate the challenges we face and celebrate our work. To all my Department of Parliamentary Services (DPS) colleagues, I would like to thank you for your professionalism and commitment to our purpose in serving Australia's Parliament.

In many ways Parliament House is a microcosm of Australia. As well as parliamentarians, the Executive Government and their staff, it is home to many office workers, retail spaces, customer service staff, tradespeople, contract service providers and others. Then there is the operation of one of Canberra's most popular tourist venues. Along with the community it reflects, the impacts of the January bushfires, hailstorms and the COVID-19 pandemic on Parliament House were many and varied. I am enormously proud of the way our people adapted to evolving circumstances to ensure the Parliament could function effectively and serve the people of Australia during the pandemic. I am also proud of the resilience we have shown and our willingness to support others, whether that be through rapidly enabling our 5,000 IT network users around the country to adapt to remote working, working with Services Australia (SA) as part of the broader government JobSeeker response to COVID-19, or leveraging our catering services to support St Vincent de Paul in Canberra to get food to those in most need.

July 2019 saw the commencement of the 46th Parliament and the Swearing-in of the new Governor-General. Both activities required significant effort across the department including welcoming new parliamentarians and their staff, providing access to our services, issuing hundreds of new building passes, and supporting the thousands of extra people coming and going from the building for formal and informal meetings and events.

In December 2019 we completed the Parliament House physical security upgrade, the largest and most complex security investment in the building's history. While this project was not without some well publicised challenges, all elements were delivered within the revised time-frame and allocated budget.

Following a significant cyber incident in early 2019, the parliamentary computing network was again targeted during the reporting period. We continue to work closely with our partners in the security and intelligence agencies to implement ongoing proactive measures to repel and mitigate these types of attacks.

In January 2020 we implemented an organisational realignment designed to drive our transformation journey and to progress our strategic priorities: innovation, quality service delivery, and improving our corporate culture. This has laid the foundations for our efforts to effectively support our nation's Parliament through continuous improvement and ongoing professionalisation of our services. The groundwork we did in preparation for the realignment meant that we were well positioned to face the rapidly escalating and evolving crisis that is COVID-19. This included being able to leverage our new structure so that, we could address immediate concerns, while also identify emerging issues and plan our next steps. In addition to managing the welfare of the thousand people working for DPS, we supported our colleagues in the other parliamentary departments to manage their response and brought forward significant capital works to support the local building industry. Through it all, we ensured the building continued to fulfil its primary purpose as a functioning Parliament.

Our response to the pandemic has been no small achievement, a response of which our entire workforce is justifiably proud. However it has been particularly difficult for many members of the team who could not perform their roles in an office environment. Our staff who normally work with the public providing tours, catering, security and other services were redeployed in a variety of ways during the crisis, which was instrumental in helping DPS step up its response in other areas. One innovative response was our assistance to SA to establish a Job Seeker satellite processing centre within Parliament House. While our volunteers were being trained at SA in Tuggeranong, we quickly adapted space within Parliament House where our staff and SA supervisors (also including secondees from other agencies) were able to assist the many Australians needing access to Government support. The satellite processing centre helped SA rapidly expand its capability while maintaining physical distancing requirements for our workforce.

Developing a culture of innovation has been an important focus for the department over the past year. In April 2020 we launched the inaugural DPS Ideas Challenge, encouraging our people to 'think outside' their usual framework and submit ideas on how we can find better ways of working. The challenge is an initiative of our Innovation Council, which was formed in November 2019 to facilitate and foster a culture of innovation at DPS. I believe that enthusiasm for the work of the council, combined with the effect of having to work outside our comfort zone as a result of COVID-19, has helped our department to think differently about innovation, what it is and how we achieve it. I am proud to have a ringside seat while we build on these foundations in coming years.

Of course, Parliament House was born from architectural innovation, and I am indebted to both Ms Pamille Berg AO Hon FRAIA and Mr Harold (Hal) Guida LFRAIA AIA for their invaluable knowledge, advice and guidance regarding major capital works and maintenance projects throughout 2019–20. As the joint moral rights administrators for the late Romaldo Giurgola AO LFRAIA AIA (the recognised principal Architect for Parliament House), they have helped our staff better understand the design intent, symbolism and craftsmanship underpinning the construction of this iconic building. Their continued willingness to engage with the department has produced innumerable benefits to preserve the integrity of the building while we renew and adapt its uses. Their advice is reflected in realised project solutions that are consistent with the Architect’s original design intent for Parliament House while importantly still being responsive to the changing demands of the Parliament, 32 years after its opening.

A major milestone, which will assist staff in the ongoing effective stewardship of Parliament House, neared completion this financial year. Ms Berg, aided by Mr Guida, has almost finished the first phase of the Central Reference Document project. This outlines the Architects’ design intent for Parliament House in response to the Parliament’s 20-volume design brief. This document now contains additional material and subjects not previously covered in the 2004 draft, including illustrations, photographs, comprehensive endnotes and bibliographies. Work to complete stage one and begin the final stage of the project will be undertaken in 2020–21.

I thank my senior executive team for their support and for the leadership that guides our work. I also thank my fellow heads of the parliamentary departments, including the Clerk of the Senate, Mr Richard Pye, the Clerk of the House of Representatives, Ms Claressa Surtees, the former Parliamentary Budget Officer (until 24 December 2019), Ms Jenny Wilkinson for their goodwill and collegiality as we work to better serve the Parliament of Australia. On this note I would like to especially acknowledge our former colleague Mr David Elder who retired early in the reporting period. David was the 16th Clerk of the House of Representatives since Federation. He served for 38 years, and saw nine different prime ministers and 14 different speakers. David served the House and our nation with distinction.

Finally and most importantly, 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 2019–20, especially during these uncertain times. I look forward to the following year as we navigate the imminent challenges ahead.





OVERVIEW

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OUR PURPOSE

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

DPS supports Australia's Parliament and parliamentarians through innovative, unified and client-focused services. We are proud to be custodians for Parliament House as the pre-eminent symbol of Australian parliamentary democracy and as a significant destination for our citizens and international visitors alike.

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 Parliament House works program.

OUR ROLE AND FUNCTIONS

DPS provides a broad range of services and products to support the functions of the Australian Parliament and the work of parliamentarians. It collaborates with other parliamentary departments and provides or facilitates:

- library and research services
- information and communications technology products and services to the Parliament
- 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
- licenced retail, health, banking and childcare services, and
- corporate, administrative and strategic services for DPS.

OUTCOME AND PROGRAMS

Outcome 1

Support the functions of Parliament and parliamentarians by providing professional services, advice and facilities, and maintain Parliament House.

The DPS 2019–20 Portfolio Budget Statements has two programs: Parliamentary Services and Parliament House Works Program.

Program 1.1—Parliamentary Services deliverables and intended results

Source: DPS Portfolio Budget Statements 2019–20, page 9 and 2019–20 Corporate Plan, pages 28, 30 and 32.

Respond to the changing needs of the Parliament

- Implement efficient and effective infrastructure, systems and services to respond to the changing needs of the Parliament and 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 client's preferred and trusted source of high-quality information, analysis and advice.

Enhance the Parliament's engagement with the community

- 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.

Effective stewardship of Australian Parliament House

- Ensure adaptations of the building's 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.
- Maintain Parliament House and the precinct as befits its status as an iconic building and location of national significance.

Program 1.2—Parliament House Works Program's deliverables and intended results

Source: DPS Portfolio Budget Statements 2019–20, page 10 and 2019–20 Corporate Plan, page 34.

Effective delivery of the Parliament House works program

- Effectively manage the Parliament House Capital Works Plan.
- Effectively deliver the Security Upgrade Implementation Plan.

SUMMARY OF FINANCIAL PERFORMANCE

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

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

TABLE 1: Resource statement 2019–20

	Actual Available appropriation — current year (a)	Payments made (b)	Balance remaining (a)–(b)
	\$'000	\$'000	\$'000
Ordinary annual services¹			
Departmental appropriations²			
Annual appropriations—ordinary annual services	186,480	161,988	24,492
Annual appropriations—other services—non-operating	0	0	0
Total departmental annual appropriations	186,480	161,988	24,492
Departmental special appropriations	0	0	0
Total special appropriations	0	0	0
Special accounts	0	0	0
Total special accounts	0	0	0
less departmental appropriations drawn from annual/special appropriations and credited to special accounts	0	0	0
Total departmental resourcing (A)	186,480	161,988	24,492
Administered appropriations			
Annual appropriations—ordinary annual services	16,240	3,228	13,012
Annual appropriations—other services—non-operating ³	101,274	68,558	32,716

1 *Appropriation (Parliamentary Departments) Act (No.1) 2019–20 and Supply (Parliamentary Departments) Act (No.1) 2019–20.* This includes prior year unspent departmental appropriation, capital and section 74 relevant agency receipts.

2 Includes an amount of \$17.1 million in 2019–20 for the Departmental Capital Budget. For accounting purposes this has been designated as 'contributions by owners'.

	Actual Available appropriation —current year (a)	Payments made (b)	Balance remaining (a)–(b)
	\$'000	\$'000	\$'000
Annual appropriations—other services— specific payments to states, ACT, NT and local government	0	0	0
Annual appropriations—other services— new administered expense	0	0	0
Total administered annual appropriations	117,514	71,786	45,728
Administered special appropriations	0	0	0
Total administered special appropriations	0	0	0
Special accounts	0	0	0
Total special accounts receipts	0	0	0
less administered appropriations drawn from annual/special appropriations and credited to special accounts	0	0	0
less payments to corporate entities from annual/special appropriations	0	0	0
Total administered resourcing (B)	117,514	71,786	45,728
Total resourcing and payments for entity X (A + B)	303,994	233,774	70,220

3 *Appropriation (Parliamentary Departments) Act (No.1) 2019–20 and Supply (Parliamentary Departments) Act (No.1) 2019–20.* This includes unspent prior year administered appropriation.

TABLE 2: Expenses by outcome 2019–20

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	Actual expenses	Variation
	\$'000	\$'000	\$'000
	(a)	(b)	(a)-(b)
Program 1.1: Parliamentary Services			
Departmental expenses			
Departmental annual appropriations ^{5,7}	139,696	147,032	-7,336
Expenses not requiring appropriation ⁶	23,124	21,555	1,569
Total for Program 1.1	162,820	168,587	-5,767
Program 1.2: Parliament House Works Program			
Administered expenses			
Administered annual appropriations ⁷	11,565	12,277	-712
Expenses not requiring appropriation ⁶	33,018	40,850	-7,832
Total for Program 1.2	44,583	53,127	-8,544
Total expenses for Outcome 1	207,403	221,714	-14,311

4 Full year budget, including any subsequent adjustment made to 2019–20 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*.

6 Expenses not requiring appropriation are made up of depreciation expenses, amortisation expenses and write-down and impairment of assets.

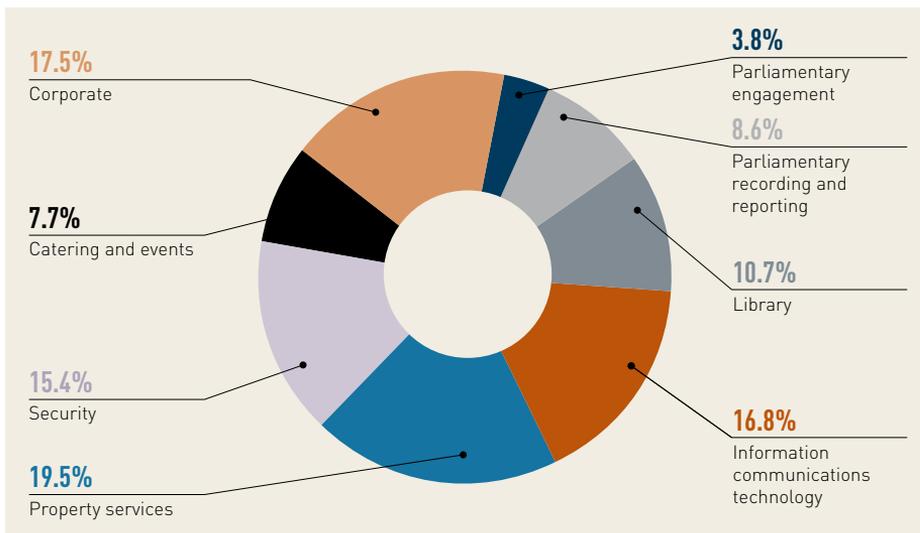
7 Actual spend was greater than budget as a result of spending against prior year appropriations.

Departmental operating and capital results

DPS' operating result for 2019–20 was a deficit of \$9.1 million. This result excludes the impacts of depreciation and amortisation (\$21.5 million) for which the department is not funded. The deficit is a combination of DPS experiencing growth in demand for services at Parliament House, impacts from bushfire smoke and COVID-19. The impact of COVID-19 has resulted in reduced own-source revenue and additional expenses including enhanced hygiene, cleaning and enabling building occupants to work remotely.

The total departmental expenses excluding unfunded depreciation and amortisation were \$147.1 million. This consisted of \$96.8 million in employee expenses, \$49.3 million in supplier costs and \$1.0 million in funded depreciation for leases. This was funded by \$124.7 million in revenue from government and \$13.3 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, building occupants and visitors to Parliament House. It incorporates activities relating to technology, the Parliamentary Library and the parliamentary engagement.

The departmental capital spend for 2019–20 was \$17.0 million against 2019–20 Departmental Capital Budget funding of \$17.1 million.

Financial Sustainability

No issues, events or conditions have been identified that would indicate that DPS will not be able to meet its financial obligations over the next 12 months.

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 Parliament House security upgrade project budget measure, which was originally appropriated in 2014–15.

DPS spent \$72.2 million in administered capital and \$15.0 million in administered operating in 2019–20 (excluding depreciation and amortisation). The administered capital expenditure was \$21.6 million higher than estimates in the 2019–20 budget, relating to projects funded from prior year appropriations.

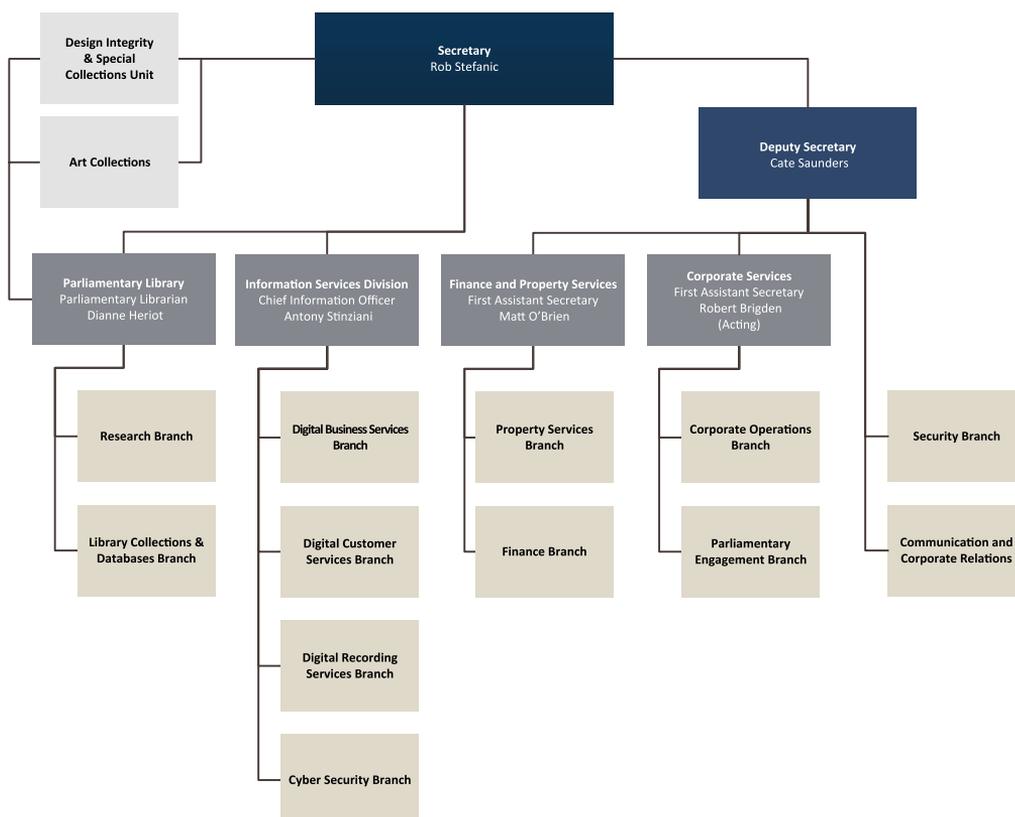
Third-party drawing rights

DPS has access to the Department of Finance's appropriation for the purposes of providing information and communications technology services to electorate offices and former Prime Ministers, and photographic services to Parliament. DPS drew down \$22.5 million from the Department of Finance's appropriation to deliver these services. This access is in accordance with the *Parliamentary Business Resources Act 2017* (PBR Act).

DEPARTMENT 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, parliamentary committees and parliamentarians, independently of the Executive Government of the Commonwealth. The department 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 a statutory office holder) reports directly to the Presiding Officers—and to the Joint Standing Committee on the Parliamentary Library—in respect of her statutory functions.

FIGURE 2: Organisation chart (as at 30 June 2020)



OFFICE OF THE SECRETARY

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

In November 2019, the AUSPIC Content Migration Project and Design Integrity and Archives Unit were brought together to become the DISC unit.

The DISC unit liaises between the department and the moral rights administrators, and works collaboratively on design intent for a range of capital works and maintenance projects. In addition to establishing a business archive of material relevant to the building's design and construction, it is now also responsible for ensuring that photos taken by AUSPIC, which detail the people and events in Parliament House, are curated and preserved.

The Art Collections section moved into the Office of the Secretary as part of an organisational realignment which came into effect in January 2020. The section manages; the Parliament House Art Collections; allocates and installs art in parliamentarians' suites and in circulation and exhibition spaces throughout the building; and manages the commissioning process for the Historical Memorials Collection.

PARLIAMENTARY LIBRARY

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

The Parliamentary Library's function and structure are at page 81.

INFORMATION SERVICES DIVISION

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

The division's four branches are:

1. **Digital Business Services**—delivers and operates business applications and capabilities that support effective administration of parliamentary departments, effective running of Parliament and its committees, and engagement with the public through technology.
2. **Digital Customer Services**—provides foundation ICT technology, devices, services and support required for parliamentary network users.
3. **Cyber Security**—delivers cyber security services to predict, protect, detect and respond to cyber threats, and delivers user education and awareness.
4. **Digital Recording Services**—records, broadcasts and archives the audio and audio-visual record of chamber and committee proceedings and produces the official written record of parliamentary debates and committee hearings (Hansard).

OFFICE OF THE DEPUTY SECRETARY

The Office of the Deputy Secretary was established along with the Deputy Secretary role as part of an organisational realignment which came into effect in January 2020. Two divisions (Finance and Property Services and Corporate Services) and two branches (Security and Communication and Corporate Relations) report directly to the Deputy Secretary.

1. **Security Branch**—provides security services, including daily operational security, building security, parking services, visitor access, security risk management, resilience planning and emergency management for parliamentarians, visitors and all building occupants.
2. **Communication and Corporate Relations Branch**—is responsible for internal and external communication, manages media enquiries, Senate Estimates coordination, issues management and business development activities.

FINANCE AND PROPERTY SERVICES DIVISION

The Finance and Property Services Division has two branches:

1. **Finance Branch**—provides financial advice and related services to DPS.
2. **Property Services Branch**—provides ongoing maintenance, landscape, building information, furniture, strategic accommodation, office fit-out and strategic asset management services. It also delivers building infrastructure (capital works) projects to ensure the preservation of Parliament House for its aspirational 200 year lifespan.

CORPORATE SERVICES DIVISION

The Corporate Services Division has two branches:

1. **Corporate Operations Branch**—provides human resources, legal, governance and strategic advice services to DPS.
2. **Parliamentary Engagement Branch**—is responsible for delivering visitor, catering and events management services for the parliament, building occupants and the broader community.

SENIOR EXECUTIVES AS AT 30 JUNE 2020

Secretary, Rob Stefanic

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

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

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

Rob also served in various senior leadership roles within the NSW Department of the Legislative Council, working across corporate, committees and parliamentary law and procedure functions. Before entering the parliamentary service, he worked in the chartered accounting and legal fields.

Rob has Bachelor degrees in Law (Hons) and Commerce, and an Executive Master in Public Administration.



Parliamentary Librarian, Dr Dianne Heriot

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

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



Deputy Secretary, Cate Saunders

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

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

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

Cate was head of the People and Culture Branch at the Civil Aviation Safety Authority before her appointment to DPS.

She is a fellow of the Institute of Chartered Accountants and a graduate of the Institute of Company Directors.



Chief Information Officer, Antony Stinziani

Antony Stinziani commenced as the Chief Information Officer at DPS in November 2017 and is responsible for all ICT services across the parliament and electorate offices around the nation.

He has more than 25 years of experience in executive ICT and a strong track record of leadership, with a focus on strategic alignment and digital transformation. Antony is responsible for the *Australian Parliament Digital Strategy 2019–2022*.

He holds a degree in public sector management and ICT and is a graduate of the Australian Institute of Company Directors. He is also an experienced non-executive board director and is involved in programs that mentor and develop women in ICT.



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

Matt O'Brien commenced with DPS in April 2020. As part of his role he is the Chief Financial Officer. Matt has a strong background in corporate and financial management spanning 20 years. Before joining DPS he was the Chief Operating Officer at Canberra Girls' Grammar School.

Matt has held senior leadership roles in the education, government and not-for-profit sectors. He previously sat on a number of boards and advisory groups primarily in the not-for-profit sector.

He has qualifications in commerce and industrial relations, is a member of the Australian Institute of Company Directors and is a Certified Practising Accountant.



Acting First Assistant Secretary Corporate Services, Robert Brigden

Before acting in the First Assistant Secretary Corporate Services role, Robert Brigden served as the Assistant Secretary for the Corporate Operations Branch. He joined the department in August 2018, having worked across areas including employment, industrial and administrative law, information disclosure, security, workers compensation and general liability.

He has a Master of Employment and Industrial Law from the University of Melbourne, a Graduate Diploma of Legal Practice from the Australian National University, a Juris Doctorate in Law from the University of Queensland, Graduate Diploma in Occupational Health and Safety from Queensland University of Technology, and a Bachelor of Business from the University of Southern Queensland.







PERFORMANCE

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ACTIVITIES AND ACHIEVEMENTS

In 2019–20 DPS implemented or progressed a number of innovations to better support the work of the Parliament, parliamentarians and the public. The following key achievements are tied to the strategic themes and intended results or deliverables articulated in our 2019–20 Corporate Plan.

Strategic theme 1—Respond to the changing needs of the Parliament

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

- The Cyber Security Operations Centre continued to mature and increase the Parliament’s ability to predict, detect, respond to and counter threats in increased levels of volume and sophistication.
- An external consultancy was engaged to review practices within the Cyber Security Operations Centre. The process measured our maturity level and recommended enhancements and improvements to meet international standards and benchmarks.
- A new and innovative cyber security awareness program—‘Classified’—was implemented through a public-private partnership to change user behaviour in managing cyber threats. More than 500 staff attended the face-to-face weekly sessions and more than 1100 views were recorded for the online multimedia support materials. A total of 76 per cent of program participants rated the sessions as either valuable, very valuable or extremely valuable, and 92 per cent indicated they would recommend the program to a colleague. Importantly, the program achieved noticeable user behavioural change in responding to potential threats.
- Monitoring services were implemented to alert parliamentarians and staff if their parliamentary email addresses or other identifiable information appeared on the dark web. Appropriate advice on recommended risk mitigation activities was provided to affected users.

2,959 cyber security investigations conducted as part of our detection and response activities.

- COVID-19 physical distancing requirements and closed borders meant Parliamentary Broadcasting used existing video conferencing technologies in new ways. An enhanced capability was first used by the Senate Select Committee on COVID-19 to connect Senators and witnesses from all over Australia for urgent committee hearings. Video conferencing has become the new normal in the way we televise committee hearings, parliamentary meetings and departmental business.
- Hansard processes were tailored and business continuity measures were implemented in response to COVID-19. These ensured services continued throughout the pandemic, and also enabled the majority of staff to work remotely when necessary.
- The Microsoft Office 365 roll out commenced to parliamentarians and their staff. In 2019–20, 136 parliamentarians' offices received the new operating system. Microsoft Office 365 improves mobility, enhances collaboration and provides remote access to information.
- Following the release of the Australian Parliament Digital Strategy in 2019, the Information Services Division developed a series of digital road maps which outline the initiatives and supporting technology solutions that underpin the strategy.
- APH Catering and Events maintained full Hazard Analysis and Critical Control Points certification, meeting best practice industry food safety principles.
- APH Catering and Events seamlessly transitioned to temporary food outlets, maintaining a high standard of food and beverage offerings while the kitchen refurbishment program was delivered.

Since COVID-19 restrictions... 82 video conference Parliamentary committee hearings have been delivered with 238 participants.

Increased remote ICT access capacity from a pre COVID-19 maximum of 200 to 2200 concurrent users.

Objective: Explore, develop and implement innovative technology and systems for the delivery of timely and secure information and services to the Parliament.

- Streamlined technological processes were introduced for the 46th Parliament to accelerate network access and other ICT services. These use workflow and automation changes to replace paper forms and manual processes.
- Onboarding parliamentarians and staff following the 2019 Australian federal election saw a surge in demand for ICT services from July to September 2019. During this period the Information Services Division:
 - responded to over 17,500 client contacts
 - completed 155 office re-configurations and relocations, and
 - issued more than 930 new devices as part of the onboarding process.
- Several new and innovative services were also commissioned for the onboarding including:
 - an online webinar series
 - an eLearning service for parliamentarians and staff accessible anywhere on any device, and
 - a digital onboarding process to simplify engagement with services and improve the speed with which new parliamentarians could commence their representative duties.
- Activities to improve secure delivery of network services within Parliament House and electorate offices included:
 - deploying network analysis and monitoring tools to provide greater security and performance, and
 - developing the Wide Area Network (WAN) transformation strategy and the network rationalisation strategy.
- A new cloud-based ICT system was developed to integrate live captions with Hansard services to parliamentarians. The system will provide greater flexibility in the way Hansard manages its workload and is expected to be implemented in early 2020–21.

40,988 pages of
Hansard transcripts
produced.

- Digital Recording Services Branch researched the feasibility of automatic speech recognition technology for live captioning services. The research results will be analysed in early 2020–21 and will inform procurement for live captioning services.
- COVID-19 posed several challenges to users of the Parliament House ICT systems and the support required for the number of users who needed to work remotely. During the height of the pandemic, the Information Services Division expanded capacity of the existing remote access solution while developing and implementing a secure cloud-hosted remote access virtual desktop. The new capability provides a fast and scalable Windows 10 experience for users. Several new enhancements to cyber security capabilities were also delivered to support remote working arrangements.

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

- The Library performed strongly against the client service Key Performance Indicators (KPIs) set out in the Library Resource Agreement.
- The Library’s services were used by all parliamentarians.
- Some 300 research publications were released and over 11,400 client requests answered.
- Outreach to new and returning senators and members and their staff was a priority throughout the year, but particularly over the first six months.
- With the onset of the pandemic, the Library directed its resources to ensure continuity of service to the Parliament and refocused its publication program to provide targeted information and analysis to support the Parliament’s response to COVID-19.

Some 300 publications
produced by the
Parliamentary Library.



A rare view between the chambers. Credit: AUSPIC, DPS

DPS response to COVID-19

In March 2020, as a result of COVID-19, the Presiding Officers advised of temporary and precautionary changes to operations that resulted in closing the building to the public, while enabling the essential work of the Parliament to continue. For DPS, this meant making decisions in a rapidly changing, extremely unusual environment, where many employees and clients were experiencing high levels of anxiety.

The primary consideration was to ensure that the Parliament—and parliamentarians—could function effectively throughout the crisis. DPS worked with the Presiding Officers and other parliamentary departments to adapt critical functions so the pandemic did not hinder parliamentary operations. Despite myriad challenges, the Parliament sat on 23 March, 8 April, 12 to 14 May and 10 to 18 June to pass key legislation. In conjunction with our parliamentary department counterparts, we facilitated arrangements by implementing relevant hygiene measures, communicating pandemic related changes and maintaining high levels of flexibility to adapt to new situations as they arose.

The department was also responsible for the welfare of well over 2,000 building occupants, including approximately 1,000 DPS employees. We rapidly worked to identify those who were required on site, those who could work remotely, and those who could not perform their normal roles.

Of those who could not perform their normal roles, 55 people were redeployed to Services Australia (SA) to support the Government's Job Seeker pandemic response. A satellite processing centre was established within Parliament House, providing additional space for SA and enabling seconded staff to attend their normal place of work. By ensuring DPS continued to perform its primary functions while protecting the wellbeing of staff, we ensured the Australian seat of government was not compromised during a significant global emergency.



DPS continues to invest in strengthening its cyber security capability. Credit: AUSPIC, DPS

Case study: Strengthening cyber security

Like all government and private organisations, DPS faces the challenge of providing a digital operating environment that is flexible enough to support the work of its users, but secure enough to protect the valuable information contained within it. In recent years, we have invested in major upgrades and improved our cyber security capability. This paid dividends in early February 2019 and late October 2019 when the Parliament House network and a number of other government agencies and organisations were targeted.

For the October incident, our Cyber Security Operations Centre leveraged intelligence from other government partners which—in conjunction with previous preparations and updated protection controls—meant many thousands of attempts to inject malware into the system were blocked. The sophistication of these attacks and the attractiveness of the parliamentary environment were highlighted when several parliamentary staffers were targeted through their personal email addresses in an attempt to bypass parliamentary network security controls.

While account holders were asked to stop using personal web email accounts on the parliamentary network for seven days, the incident heightened vigilance. Previous work to strengthen the network's resilience to these attacks helped minimise disruption to the parliamentary network. Targeting individuals, rather than technical systems, also demonstrated the importance of individual personal responsibility in maintaining a secure environment. During October and November, we conducted a series of cyber security awareness activities, including training with parliamentarians and their staff. These activities are now regularly scheduled as part of an ongoing cyber security program.

It is important to acknowledge that our successful cyber resilience is also due to our important collaborative working relationship with our colleagues in the security and intelligence agencies, particularly the Australian Cyber Security Centre, the Australian Signals Directorate and the Australian Security Intelligence Organisation. As the threat landscape continues to evolve in its sophistication, we will continue with further investment to minimise our risks where possible.

Strategic theme 2—Enhance the Parliament’s engagement with the community

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

- The Art Collections section developed three exhibitions for the Presiding Officers’ and Exhibition Area during the year:
 - *Indigenous Design Now*
 - *Alfred Deakin: Creating a Nation*, and
 - *Open Air—Landscape photography from the Parliament House Art Collections*.
- Two other exhibitions were presented in the area and were curated by the Australian Institute for Aboriginal and Torres Strait Islander Studies and the National Portrait Gallery.
- In March, we continued our strong and vibrant relationship with the Canberra Enlighten Festival. Nine images from the Parliament House Art Collections were projected onto the building’s façade for the event. A projection slide is also commissioned each year for the façade of Parliament House and in 2020 Claudia Moodoonuthi’s work, *DULKAWARNGIID—Bentinck Island 2019*, was the highlight.
- Our Art Collections section continued to collaborate with our communications and parliamentary engagement teams to develop strategies to enhance our online presence through the Parliament House website and increasing public access to the collection.
- A highlight of the conservation maintenance program was successfully cleaning a suspended sculptural installation—*Willy Willy* by *Maureen Cahill*—which includes 18 glass panels suspended up to 11 metres above the floor. Conservation staff on an elevated work platform carefully manoeuvred between the glass ‘kites’ to remove many years of dust and to restore their luminous quality.
- In October, the Presiding Officers unveiled the official portrait of the first Aboriginal woman to become a federal parliamentarian and senator, Nova Peris OAM. Created by Aboriginal artist Dr Jandamarra Cadd, the portrait was commissioned by DPS for Parliament’s Historic Memorials Collection.
- We collaborated with the Canberra Region Joint Organisation (representing 10 council’s in South-East NSW) to support Australia’s fire-affected communities by sourcing our produce from these regions. This initiative culminated in a special degustation dinner as part of the Enlighten Festival. The menu was designed by our award-winning Executive Chef David Learmonth and prepared by his talented team.
- Throughout the year we collaborated with Great Southern Rail to deliver a chef’s luncheon every Saturday over December and January that featured local regional food and wines.

- We developed an innovative civics engagement program to help children better understand the work that supports the Parliament. We collaborated with the principal of Red Hill School in Wagga Wagga NSW to deliver an immersive experience which included a Kids in the Kitchen interactive chef encounter, planting with the landscape team, and time behind the camera with our broadcasting team.
- Our culinary team collaborated with St Vincent de Paul Society Canberra/ Goulburn to provide thousands of meals to local vulnerable people during the COVID-19 lockdown period.
- We also helped Canberra reveal its business meeting and event possibilities to a hand-picked group of event organisers as part of the annual Canberra Convention Bureau 'Top Secret' event program. This included hosting a gala dinner for delegates and industry colleagues who contribute to Canberra's tourism and events industry.
- As part of our Enlighten Festival activities in March, we also included a sold out degustation dinner event in the Members and Guests Dining Room.
- We delivered a year-long program of events, exhibitions and public programs at Parliament House that were attended by more than 140,000 people. As part of our program we designed seasonal tours and activations like the Spring garden tours and Spring high teas in one of our courtyards.
- We participated in joint cultural institution initiatives during the year including a free Culture Loop bus service.
- We also worked with Visit Canberra to deliver the In Canberra initiative—a celebration of the cultural holdings of Australia—which was in place until the COVID-19 pandemic.
- The Parliament Shop continued to grow its product range, including through collaborations with our temporary exhibitions. The success of these was due to new, quality product lines and special events, including book signings with parliamentarians and guest appearances by popular local authors. Despite promising early figures, revenue for 2019–20 was down 19 per cent due to the COVID-19 related closure of Parliament House to the public.
- Visitor numbers to Parliament House continued to increase for the first six months of 2019–20, including through:
 - tour and event participation by general visitors, and
 - more school visits.

Since COVID-19 restrictions... APH Catering and Events provided 9038 meals to St Vincent de Paul for Canberra's needy. (April to 30 June)

- The onset in December 2019 of the bushfires throughout Australia—and the subsequent smoke haze—resulted in a gradual decrease in visitors, which continued into February 2020. Just as visitor numbers increased again, February brought with it the early impacts of the COVID-19 crisis and the consequent travel restrictions which resulted in a dramatic downturn in visitation to Parliament House. Adjustments were progressively made to tours and services offered to visitors. Visitor numbers were restricted and physical distancing measures were implemented to protect staff and visitors. Eventually, the building was officially closed to the public at 5.00pm on 25 March 2020. As a result of these events in the second half of the financial year, the visitation target was not met for 2019–20.
- DPS continued to receive strong positive feedback directly to staff and through the feedback cards handed out to visitors in the first six months of 2019–20. This feedback confirms the quality and relevance of our programs and customer service. It is also supported by a December TripAdvisor ranking for Parliament House of eighth out of the '254 things to do in Canberra'. The ranking is based on the quantity and quality of visitor reviews. The visitor satisfaction result up until December was 100 per cent.

34 additional air quality tests were conducted in Parliament House in January and February in response to bushfires near Canberra.

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

- During the reporting period Parliamentary Broadcasting engaged with the Prime Minister's office and the deaf community to include AUSLAN interpreters in broadcasts. These broadcasts occurred during critical health announcements and media conferences on COVID-19 by the Prime Minister, the Health Minister and the Commonwealth Chief Medical Officer. AUSLAN signers interpreted live speeches which were presented to viewers with a superimposed frame on their screens during televised coverage.
- Televised coverage and audio visual services were also provided for major events such as the:
 - Swearing-in of the Governor-General
 - opening of the 46th Parliament, and
 - state visits from the Prime Minister of Papua New Guinea, the Prime Minister of Fiji and the President of Indonesia.

Objective: Champion opportunities for international parliamentary strengthening.

- DPS continued to contribute to the Five-Eyes parliament cyber security alliance, which includes the parliaments of the United States, United Kingdom, New Zealand, Canada and Australia. The initiative is now in its fourth year and the alliance continues to share anonymised threat intelligence and best practices to mitigate cyber threats common to the group. The alliance is also collaborating and sharing information on developing secure remote working practices in the wake of COVID-19.
- The Asia Pacific Parliamentary Forum was held in Parliament House over three days in January, with more than 300 delegates from across the region. These important sessions were produced, recorded and televised by Parliamentary Broadcasting.
- The Information Services Division provided significant ICT equipment and support to the forum. A range of equipment and services were also provided to volunteers supporting the program, international delegates and presenters. This included establishing a temporary internet café during the conference to allow delegates to conduct business within Parliament House.
- Commonwealth Hansard representatives attended the 39th conference of the Australasian and Pacific Hansard Editors Association at the Parliament of New South Wales from 28 to 30 January. Representatives attended from:
 - Cook Islands, New Zealand, Tuvalu and Vanuatu
 - all Australian states and territories, and
 - the Hansard offices in Westminster and Edinburgh.
- The conference was opened by the President of the Legislative Council and closed by the Speaker of the Legislative Assembly. Despite the smoke haze engulfing the east coast of Australia from the season's fires—and representatives from Fiji being prevented from attending due to early COVID-19 travel restrictions in Fiji—the conference provided excellent networking and information sharing opportunities for participants, and reinforced the strong ties between Hansard offices in the region.



Illuminations at Parliament House are a highlight of the ACT's Enlighten Festival.
Credit Claudia MOODOONUTHI (born 1995) Kaiadilt peoples, DULKAWARNGIID—Bentinck Island, 2019, Parliament House Art Collections, Department of Parliamentary Services, Canberra, ACT
© of the Artist and Alcaston Gallery, Melbourne.

Case study: Enlighten Festival

Exploring Parliament House during the annual Enlighten Festival is a unique opportunity to engage with parliamentary democracy and the building. Viewing the art collection as an illumination, going under the building, or practising yoga on the lawns are all experiences the festival promotes as ways to connect with Australia's pre-eminent symbol of parliamentary democracy.

In 2020 the festival faced some unusual challenges as Canberra came to grips with COVID-19, a summer of devastating bushfires and stifling smoke. The cancellation of Canberra's Skyfire fireworks meant visitors could not view the spectacle from the Parliament House lawns, but our Executive Chef's degustation experience in the Members and Guests Dining Room was a resounding success.

Parliament House remains an important part of the ACT's tourism landscape and working in partnership with the local government and other cultural institutions and organisations is a focus for our public experience teams. Enlighten is also an important vehicle for public engagement at Parliament House. In 2020 we were able to build on the previous years' success, selling out all paid events and hosting a range of other free experiences that attracted local and interstate crowds.

Enlighten began just as COVID-19 restrictions came into effect. As Australia grapples with how major public events will be staged in the future, we will continue to work closely with Canberra's cultural institutions to find ways of bringing programs and events to the community. The unique aspects of Parliament House are strong draw-cards that serve as gateways to engagement with other aspects of the building, and the role of parliamentary democracy in Australia.



Exhibitions help to engage the community with Australia's democratic tradition. Arthur Thomas WOODWARD (1865-1943) *Portrait of Alfred Deakin*, 1913. Oil on Canvas. Private collection of Piers and Jolyon Hogarth-Scott. Credit: Parliament House Art Collections, Canberra, ACT.

Case study: *Alfred Deakin: Creating a Nation* Exhibition

Promoting an understanding of how historic events shape Australia's modern parliamentary democracy is an important focus for the department. In 2019, to mark the centenary of his death, DPS staged a significant exhibition on Australia's second Prime Minister, Alfred Deakin, who served as prime minister three times and who was also Australia's first Attorney-General.

The exhibition was made possible by the generous loan of personal items from the Deakin family and several cultural and lending institutions. A key focus was to explore how decisions made by Deakin—such as establishing an Australian defence policy and introducing the legislation to establish a site for the new capital—continue to have an impact on our day-to-day lives. It also explored some lesser-known facts about the former journalist, including that while he was serving as Australia's prime minister, he used a *nom de plume* to write a weekly column for the London *Morning Post* on Australian life and politics. This fact was not known by members of the Press Gallery when, at the conclusion of his second term as prime minister, they presented him with the silver inkstand that forms part of the exhibition.

Bringing such stories to life helps new generations of Australians—and visitors to our country—understand how Parliament has developed over time. Each year Parliament House hosts a range of exhibitions, events and activities which draw thousands of tourists through the doors. The range and scope of these materials mean that each person who visits the building will leave having engaged with Parliament and Australia's parliamentary system in a new and interesting way.

In celebrating the life and achievements of Alfred Deakin, the exhibition has been able to tell a broader story about the Commonwealth of Australia and the drafting of its constitution which makes it more accessible to modern Australia. Being able to do so in the same place where politicians continue to build the nation's democratic tradition is a unique experience in Australia that will continue to underpin how DPS enhances the Parliament's engagement with the community.

Strategic theme 3—Effective Stewardship of Australian Parliament House

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

- In April 2019 the Secretary launched the DPS Framework for the Maintenance of Design Integrity of Parliament House. The framework has been used during the period to provide for an integrated consultative approach, ensuring the design team members and moral right administrators are included at the right times, as well as giving our people clarity and practical assistance when managing building and design projects. A critical piece of this framework is the completion of the Central Reference Document which is the Architect's design intent for Parliament House. The joint moral rights administrators for Parliament House—Ms Pamille Berg AO Hon FRAIA and Mr Harold Guida LFRAIA AIA—have collaborated and almost completed the first phase of the Central Reference Document project. Ms Berg and Mr Guida were nominated as joint moral rights administrators by the building's Architect, the late Romaldo Giurgola AO LFRAIA AIA.

Objective: Ensure a secure environment while maintaining public accessibility.

The physical security upgrade project was completed during the year marking the end of the most complex security investment in the building's history. In the late stages this involved finalising:

- works to the external perimeter, including the installation of turnstiles to the House of Representatives and Senate pedestrian stairwell entries
- additional security measures at the Senate and the House of Representative entrances, with the removal of the temporary entrances in August
- additional security measures at the main front ceremonial and public entrances, and
- various security system enhancements.

The upgrades ensure that the building is secure for the long term, without affecting ease of access to the public areas.

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

- Ongoing and close collaboration was undertaken during the year on a range of building issues and capital works projects. These included:
 - kitchens
 - auxiliary power
 - swimming pool maintenance
 - packaged air conditioning, and
 - ongoing and direct involvement in managing the Parliament House response to COVID-19, including cleaning and signage.

The building's maintenance team implemented a successful response to COVID-19. As well as identifying, arranging and managing new operational and staff arrangements in response to the pandemic, the team was able to deliver service requirements with minimal impact on the maintenance service charter and building occupants. This included:

- establishing a number of new contracts, including:
 - heating, ventilation and air conditioning cleaning
 - boiler and chiller maintenance
 - automatic door maintenance
 - pest control, and
 - manufacturing and repairing flags.
- responding to building air quality impacts resulting from bushfire events and associated smoke haze around the Australian Capital Territory. This included managing air quality within the building, which included operating the air conditioning system continuously for various periods and undertaking regular indoor air monitoring across Parliament House and the Minter Ellison building (which accommodates approximately 85 DPS staff)
- restoring the landscape following the January hailstorm which caused significant damage to many plants and trees
- propagating and growing about 450 native plants and 300 native *Lomandra* grasses (including sourcing some seed on site) to help revegetate approximately 12,000m² of native peripheral garden
- investing 407 hours on the Senate 'West Bank' revegetation project and 97 hours on further plantings in the Ministerial and House of Representatives native gardens. About 340m³ of mulch was used across these areas
- reinstating the garden bed around the Ewa Pachuka fossilised landscape sculpture. This included planting 480 *Festucas glauca* grass plants, renewing soil and repairing irrigation, and
- reinstating the condition of the landscaping around the House of Representatives and Senate entrances following security upgrades.



Every element of the building's design is integral to its overall function. Credit: AUSPIC, DPS

Case study: Architect's design intent for Parliament House, Canberra: Central Reference Document

This financial year saw the first phase of the *Architect's Design Intent for Parliament House, Canberra: Central Reference Document* almost completed. The work is being undertaken by Ms Pamille Berg AO Hon FRAIA with assistance from Mr Hal Guida LFRAIA AIA, and supported by the Design Integrity and Special Collections Unit. As joint administrators of the moral rights of Mr Romaldo Giurgola AO LFRAIA AIA in the design of Australian Parliament House—and original design team members—Ms Berg and Mr Guida are uniquely qualified to provide ongoing advice to the department. They have undertaken this important project to create a permanent record of the architect's design intent, which had remained incomplete since 2004 and was resumed in 2016.

The Central Reference Document will comprehensively detail the architect's design intent for Parliament House across its major spaces, administrative areas, furniture, furnishings and the commissioned art and craft program. It will also address, among other things, the architect's responses to symbolism within the building, how Parliament House's design references Walter Burley Griffin's design for Canberra, and sustainability issues.

The project has been a major undertaking over several years. The result will be a distillation of the architect's design intent from the many hundreds of thousands of records—found in various locations—documenting the building's design and construction during the 1980s. It will be an invaluable and enduring resource for the building custodians. Over the next financial year the department will work with Ms Berg to produce the Central Reference Document in an e-book format.

Since 2016, and in conjunction with the Central Reference Document, Ms Berg and Mr Guida have given eight presentations to parliamentary staff on key design features and important spaces. These presentations delved deeply into the painstaking creative processes underpinning the building's design. They also provided valuable reflections and anecdotes about what it was like working on the 'New and Permanent Parliament House' project during the 1980s.



We have created new career pathways to ensure we retain and develop valuable specialist skills.
Credit: AUSPIC, DPS

Case study: New Apprenticeship Program

Maintaining a building that is a workplace, tourist attraction and seat of government requires a diverse workforce with a range of skill sets, including specialised trades and vocational professions. In 2019 DPS established an apprenticeship program to address enterprise risks associated with building maintenance services. Risks included the difficulty of attracting trade-related skills and mature workforce. Succession planning is particularly important, as many of the workers who began their careers in the new building 30 years ago are now reaching retirement age.

Creating an entry-level pathway that enables DPS to recruit a new demographic is critical to ensuring the workforce has the skills and knowledge needed for the building to operate effectively for its aspirational lifespan of 200 years. Some features of the building, including the extensive use of stone and copper pipes, require specialist skills for which training is limited or no longer available. Bringing new apprentices into the building enables them to learn their trade, develop specialist skills and build their experience so services remain seamless and consistent for future generations.

Apprentices at Parliament House are exposed to a wide range of work they may not get to experience as part of a typical program. For example, the DPS plumbing team is responsible for maintaining a 25-metre swimming pool, internal and external water features, a back-up pump system, and an extensive landscape irrigation system. The first intake of apprentices has six participants across a range of trades, from sports turf management to carpenters, electricians and horticulture. The program is designed to maintain corporate knowledge and practices, while shaping internal specialist skills. This, combined with the design integrity considerations of Parliament House, is an integral driver for implementing the apprenticeship program as a DPS career pathway.

Strategic theme 4—Effective delivery of the Parliament House works program

Objective: Manage a capital works plan for Parliament House to function effectively as a safe and accessible workplace.

The capital works program is delivering better infrastructure and safety across Parliament House. Key achievements in 2019–20 include:

- completing work to refurbish and upgrade the main production kitchen, schools and hospitality area, and the Great Hall kitchen and bar. Work to refurbish the Staff Dining Room, Queens Terrace Café, and Members and Guests Dining Room kitchens commenced during the reporting period and expected to be completed by December 2020
- refurbishing a further 12 of 42 lifts
- replacing 255 electrical distribution boards, bringing the total number replaced to 328 out of a total of 786
- replacing a further 22 out of 29 mechanical services switchboards, and
- commencing work to replace the auxiliary power diesel generator system.

Objective: Deliver a security upgrade capital works program that is consistent with the Security Upgrade Implementation Plan, that achieves appropriate risk mitigation, and that meets the needs of the Parliament.

The Parliament House security upgrade project reached practical completion in May 2020. Electronic systems are now being managed under an Electronic Security Services maintenance contract. Some minor additions and modifications following completion are still underway to fully realise the project's objectives, and these are expected to be completed by December 2020.



Maintaining and upgrading essential services in the building is an important part of DPS' role.
Credit: AUSPIC, DPS

Case study: Upgraded infrastructure

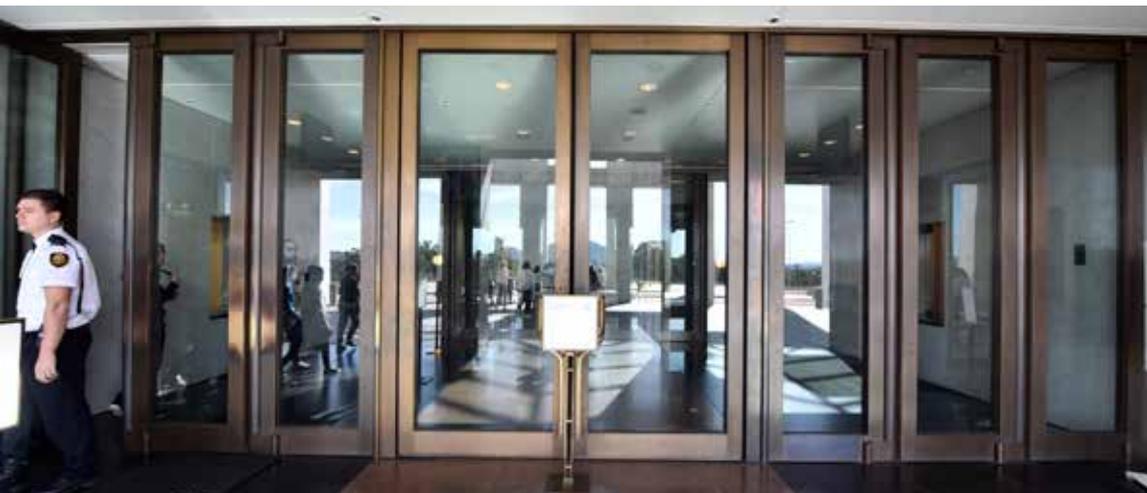
DPS commenced operating a catering and events business in December 2016 after many years of contracted services. While hospitality service providers doubted the likelihood of success, we have rapidly developed a well-deserved reputation for excellence in catering and food service. However in the 30 years since the building began operations, food safety and work, health and safety requirements have changed dramatically. While DPS maintains food safety accreditation in line with international industry standards, in 2019 we began a major works project to:

- update and upgrade catering facilities to increase the efficiency and capacity of each kitchen
- replace obsolete, energy-inefficient equipment
- improve the productivity of the kitchens and, most importantly,
- ensure compliance with food safety and contemporary work, health and safety requirements.

While much of the work could be done out of the public eye with minimal disruption to parliamentarians or visitors, this was not possible for the upgrades to the Staff Dining Room or Queen's Terrace Café. When COVID-19 resulted in Parliament House closing to the public, the opportunity was taken to bring forward major aspects of the project, with these two key elements commencing during the reporting period.

The timing of the project could not have been better planned. Various latent conditions were discovered such as significant blockages and corrosion to waste drainage in some areas. Preventative replacement of these services has avoided significant damage and disruption that would have inevitably occurred.

Accelerating the program for all Parliament House kitchens and associated infrastructure has reduced the level of inconvenience to building occupants. It is anticipated that the works, which also include refurbishing the Members and Guests Dining Room kitchen, will now be completed by the end of 2020, which is ahead of the original schedule.



The completion of security upgrades to Parliament House marks the end of the most significant infrastructure project in the building's history. Credit: AUSPIC, DPS

Case study: Physical security upgrades

The past two decades have seen enormous changes to Australia's security landscape. In 2015 a major works project began to upgrade the security perimeter and bolster the physical security of Parliament House. This has been the largest and most complex security investment in the building's history, and work was completed in late 2019. The final project elements included upgrades to the main front entry and ceremonial doors, and the Senate and House of Representatives entrances.

The project was not without its challenges, and work was delayed in the previous reporting period when the managing contractor advised that one of the subcontractors had performance and financial issues. The department worked closely with the managing contractor to resume progress on this aspect of the works as quickly as possible, and completed this element in August 2019, within the revised timeframe. At all times, the department was committed to:

- understanding the impacts of any delays
- developing solutions to address issues
- completing projects with minimal disruption, and
- ensuring work was delivered effectively.

Parliament House was designed and built at a time when the security threat environment was low. In delivering this significant security upgrade all steps were taken to maintain the building's design integrity to the greatest extent possible. Work involved upgrading skylights, windows, entry-ways and the ceremonial doors which form the backdrop to many of Parliament's key events. Ensuring we implemented best security practices without compromising the design elements of these key features has been an important aspect of the work.

ANNUAL PERFORMANCE STATEMENTS

Introductory statement

I, Rob Stefanic, as the accountable authority of the Department of Parliamentary Services, present the 2019–20 annual performance statements of the Department of Parliamentary Services, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, these annual performance statements accurately reflect the performance of the entity and comply with section 39(2) of the PGPA Act.

Purpose

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

DPS supports Australia's Parliament and parliamentarians through innovative, unified and client-focused services. We are proud to be custodians for Parliament House as the pre-eminent symbol of Australian parliamentary democracy and as a significant destination for our citizens and international visitors alike.

Analysis of performance against purpose

Four strategic themes provide the planning and performance framework against which DPS operates:

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

Updates

Improvements have been made to this year's order and compilation of performance criteria. They are now aligned to strategic themes and two new criteria have been added—Events and Communications—bringing the total performance criteria from 12 to 14. The development of Events and Communications as stand-alone criteria reflects the department's enhanced external focus.

Strategic theme 1—Respond to the changing needs of the Parliament

A focus for DPS in 2019–20 was collaborating with other parliamentary departments to deliver innovative, unified and client-focused services. This was particularly important during the onset of COVID-19 when parliamentarians and staff were compelled to work remotely. This required rapid provision of digital and other solutions in addition to normal services provided by the department.

PERFORMANCE CRITERION 1—Catering Services

TABLE 3: Performance criterion 1—Catering Services

Respond to the changing needs of the Parliament		
Performance Measure	Target	Result
1. Number of services provided to parliamentarians	5,200	5,452
2. Number of catering transactions	448,000	444,641

Criterion Source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan, p.29.

Note: The 2019–20 targets were increased due to strong performance in 2018–19.

Methodology

Measure 1:

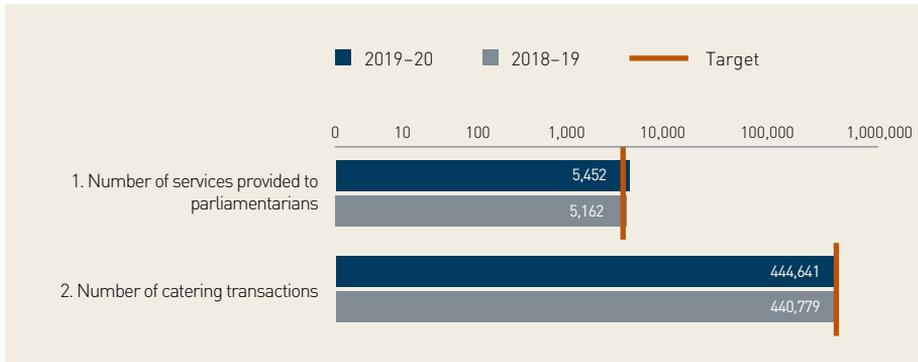
To track services provided to parliamentarians, Australian Parliament House Catering and Events counts:

- each DPS supported event held by a parliamentarian
- each room service order
- every catered meeting held by a parliamentarian, and
- every transaction for parliamentarians and their guests in the Members and Guests Dining Room.

Measure 2:

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

FIGURE 3: Number of services provided



Analysis

DPS exceeded performance targets despite a number of external impacts including:

- the 2019 federal election cycle and altered sitting calendar
- bushfires in January 2020, which significantly impacted visitation during a traditionally busy period, and
- the COVID-19 pandemic which closed the building to visitors and considerably reduced the population of the building during the last quarter.

Until COVID-19 related restrictions resulted in closure of much of our hospitality business, the performance against this measure was on track to significantly exceed the previous year's results.

Our service delivery and food offering are frequently reviewed to be consistent with our guiding principles which were being developed when DPS commenced catering services in December 2016:

- deliver quality and value
- provide a choice of dining options
- support parliamentarians' use of event space for parliamentary duties
- position Parliament House as a destination of choice, and
- offer competitive event management services.

The guiding principles also mean we seek and manage feedback to adjust our service delivery for continuous improvement. In 2019-20 DPS received 413 instances of feedback for our retail venues and events, of which 75 per cent were positive.

Tracking service satisfaction is supplemented by feedback obtained through the annual Building Occupant Satisfaction Survey. This recorded a satisfaction rating of 93.5 per cent for food and beverage/catering services for 2019–20. This is a further increase of 0.1 per cent compared to 2018–19.

TABLE 4: Catering Services highlights

Kitchens refurbishment project	Support to the community	Enlighten degustation
<ul style="list-style-type: none"> • First stages of kitchens refurbishment program delivered, enhancing capacity and safety of facilities—completion due 2020. • Maintained Hazard Analysis and Critical Control Points (HACCP) certification—to meet industry best practice principles for food safety. • Maintained continuity of food and beverage offerings while supporting an expedited work program for the remaining stages of the refurbishment project. 	<ul style="list-style-type: none"> • In response to the devastating bushfires surrounding the Canberra region we used our existing supply channels and worked with the Canberra Region Joint Organisation to support food producers in affected areas by sourcing their produce. These products were featured at the State luncheon for the President of the Republic of Indonesia as well as the regular banquet and menu offerings. • Following the onset of COVID-19 and closure of most Canberra hospitality businesses, DPS stepped in to assist St Vincent de Paul in providing meals for vulnerable members of the Canberra community. 	<ul style="list-style-type: none"> • In addition to our regular catering services, DPS also delivered a number of fine dining degustation events throughout the year. • The Enlighten dinners, a highlight of the Canberra Enlighten festival, were an opportunity to dine in the exclusive Members and Guests Dining Room and to enjoy local and regional products. • The dinner also included a welcome and brief tour from our Visitor Services Officers, complementing the food and beverage experience and resulting in very positive feedback from guests.

Enlighten degustation feedback: *“The dining experience itself was amazing. The Executive Chef’s detailed presentation of each course, sharing where the ingredients came from and the accompanying wines were really well put together and I loved that while he was sharing his knowledge and thoughts with us, the wait staff walked down the stairs and delivered each course in perfect timing.”*

“Just wanted to write in and let you know how fantastic we found the Chef’s Degustation this evening. The food and service were both exceptional—from being greeted in the Marble Foyer by the lovely Robin and Brooke, all the way to the end of the evening.”

PERFORMANCE CRITERION 2—Building occupant satisfaction

TABLE 5: Performance criterion 2—Building occupant feedback

Respond to the changing needs of the Parliament		
Performance Measure	Target	Result
3. % of building occupant feedback indicating a satisfied rating with timeliness and quality of DPS services (by category)	80%	91.8%

Criterion source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan, p.29

Methodology

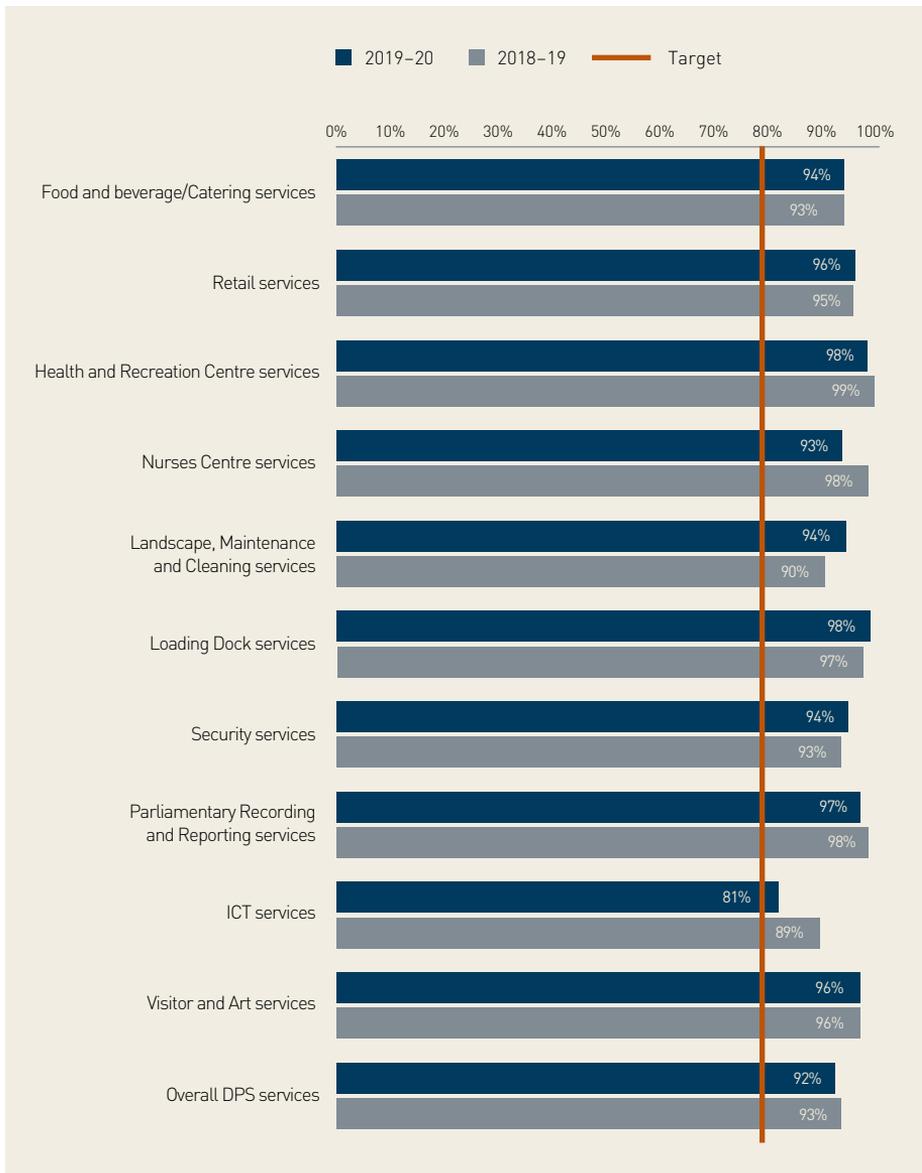
Measure 3:

The 2020 Building Occupant Satisfaction Survey was conducted over four weeks from 17 February to 13 March 2020. This period included two sitting weeks and two non-sitting weeks of the autumn session of Parliament. The online tool, SurveyMonkey, was used to conduct the survey which was distributed to approximately 4,000 email addresses. Respondents were asked to rate their satisfaction across a number of service categories delivered or managed by DPS (see Figure 4), and to provide supporting commentary if desired.

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

Analysis

This year’s survey was conducted before COVID-19 restrictions on parliamentary sittings, and yielded predominantly positive results. There was a slight decrease in measured overall satisfaction with DPS services from 93 per cent in 2019 to 91.8 per cent in 2020, noting the result is well above the 80 per cent target. As identified in Figure 4, 50 per cent (five out of 10) of the service areas surveyed had achieved improvements in their satisfaction rates. The reduction in satisfaction is largely attributed to ICT services related to Wi-Fi and mobile telephony reliability, and timeliness of ICT problem resolution. We are responding to the survey results by implementing a range of improvement strategies. This is in line with the department’s commitment to deliver high-quality services to building occupants in a timely and professional manner.

FIGURE 4: Building occupant satisfaction survey results by service category (satisfied rating)

Figures are rounded to the nearest full percentage point.

PERFORMANCE CRITERION 3—Hansard Services KPIs are achieved

TABLE 6: Performance criterion 3—Hansard Services KPIs are achieved

Respond to the changing needs of the Parliament		
Performance Measure	Target	Result
4. Percentage of individual draft speeches delivered within two hours of speech finishing or within agreed timeframes	93%	Achieved
5. Percentage of chamber proof Hansard reports delivered within three hours of chamber rising or within agreed timeframes	97%	Achieved
6. Percentage of committee proof Hansard reports delivered within agreed timeframes	99%	Achieved
7. External error rate per 100 pages for chamber proof Hansard reports	2.67 errors per 100 pages	Achieved
8. External error rate per 100 pages for committee proof Hansard reports	14.3 errors per 100 pages	Not achieved
9. Availability of Operated Sound Reinforcement in the Chambers and Committees	99.9%	Achieved

Criterion Source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan, p.29.

Methodology

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

Measure 4:

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 5:

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

Measure 6:

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

Measure 7:

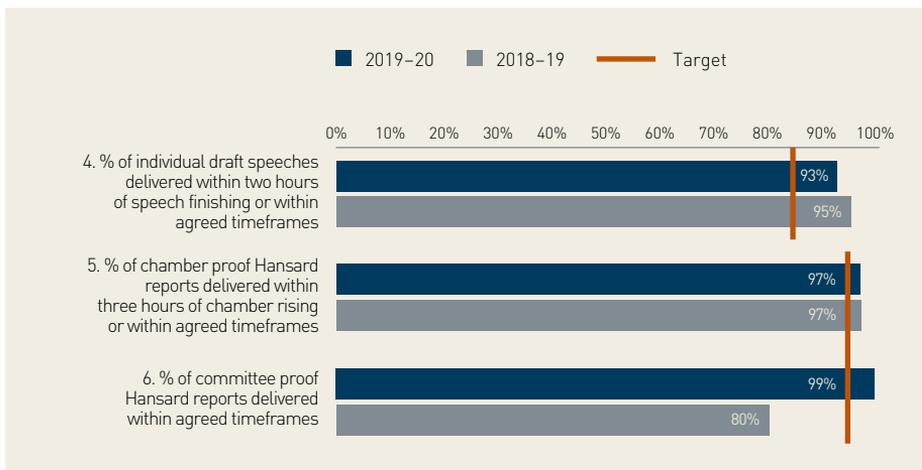
The error rate for chamber transcripts is based on the number of errors reported by parliamentarians' offices, per 100 pages of transcript, and is reported before the period sitting took place.

Measure 8:

The error rate for committee transcripts is based on the number of errors reported by committee secretariats, per 100 pages of transcript, and is reported for the period errors were reported, rather than the period in which hearings took place.

Measure 9:

Major errors in recordings are listed on a job sheet produced by sound booth operators for every session of parliament. Job sheets are reviewed each day, with major errors transferred to a system failure register. Minor errors that do not affect the operations of the chamber, or the accuracy of the recording, are not tracked or counted.

FIGURE 5: Hansard timeliness**Analysis**

DPS achieved all three 2019–20 timeliness targets for Hansard Service KPIs:

- individual draft speeches
- proof chamber transcripts, and
- proof committee transcripts.

The Hansard Service reports on transcription errors notified by customers as a guide to trends in the accuracy of its transcripts. In 2019–20 DPS recorded 2.67 errors per 100 pages for chamber proof Hansard reports and 14.3 errors per 100 pages for committee proof Hansard reports. To strengthen capability and improve the error rate, quality assurance measures including spot-checking are undertaken and committee transcript sub-editing is completed as workload and capacity allow.

Of the 2,991 hours of proceedings recorded in 2019–20, the target of 99 per cent availability of operated sound reinforcement (sound and recording) in the chambers and committees was achieved.

PERFORMANCE CRITERION 4—Parliamentary Library KPIs are achieved

TABLE 7: Performance criterion 4—Parliamentary Library KPIs are achieved

Respond to the changing needs of the Parliament		
Performance Measure	Target	Result
10. % of Library Service KPIs set out in the annual Library Resource Agreement that are achieved	90%	88.7%

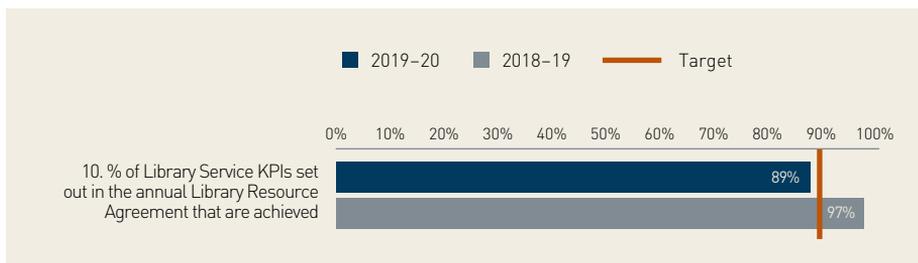
Criterion source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan, p.29.

Methodology

Measure 10:

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). The KPIs in each Resource Agreement set out the outcomes and key deliverables for that year. 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 6: Percentage of Library Service KPIs set out in the annual Library Resource Agreement



Analysis

In 2019–20 the Library met 88.7 per cent of its key deliverables and targets. As discussed below, all but one of its client service KPIs were met; however, there were delays in a number of projects. Significant initiatives completed in the reporting period included:

- delivering outreach and orientation programs to new and returning parliamentarians and their staff
- implementing a refreshed lecture and seminar program for clients, and
- completing a cataloguing review.

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 11,472 individual client requests against its target of 11,000. Hours spent on client requests increased to 55,818 from 40,447 in the previous financial year. There were four million uses of the Library collection and databases, meeting the target. The Library will continue to monitor usage closely. The Library met or exceeded its targets for its remaining client service KPIs, including: timeliness; use of online publications; percentage of collection available in full text online; electorate office visits; attendance at training courses and events; number of research publications released; number of items added to the Electronic Media Monitoring Service (EMMS) and ParlInfo Search databases and the Library catalogue; and client use of the Mediaportal.

Work did not proceed on the Electronic Media Monitoring Service data remediation due to delays in a related ICT project on which it is dependent. A number of other projects did not meet their targets, including the review of subject indexing, the deployment of the new online Parliamentary Handbook, the Senate Tabled Papers and historic Hansard remediation projects. The onset of COVID-19 and the transition to remote working arrangements for clients and staff meant resources in the Library and Information Services Division were redirected to ensure continuity of essential services for the Parliament while maintaining staff health and wellbeing.

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 5—ICT service standards are achieved

TABLE 8: Performance criterion 5—ICT service standards are achieved

Respond to the changing needs of the Parliament		
Performance Measure	Target	Result
11. % of ICT Standards outlined in the ICT Service Level Agreement that are achieved	90%	84.52%

Criterion source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan, p.29.

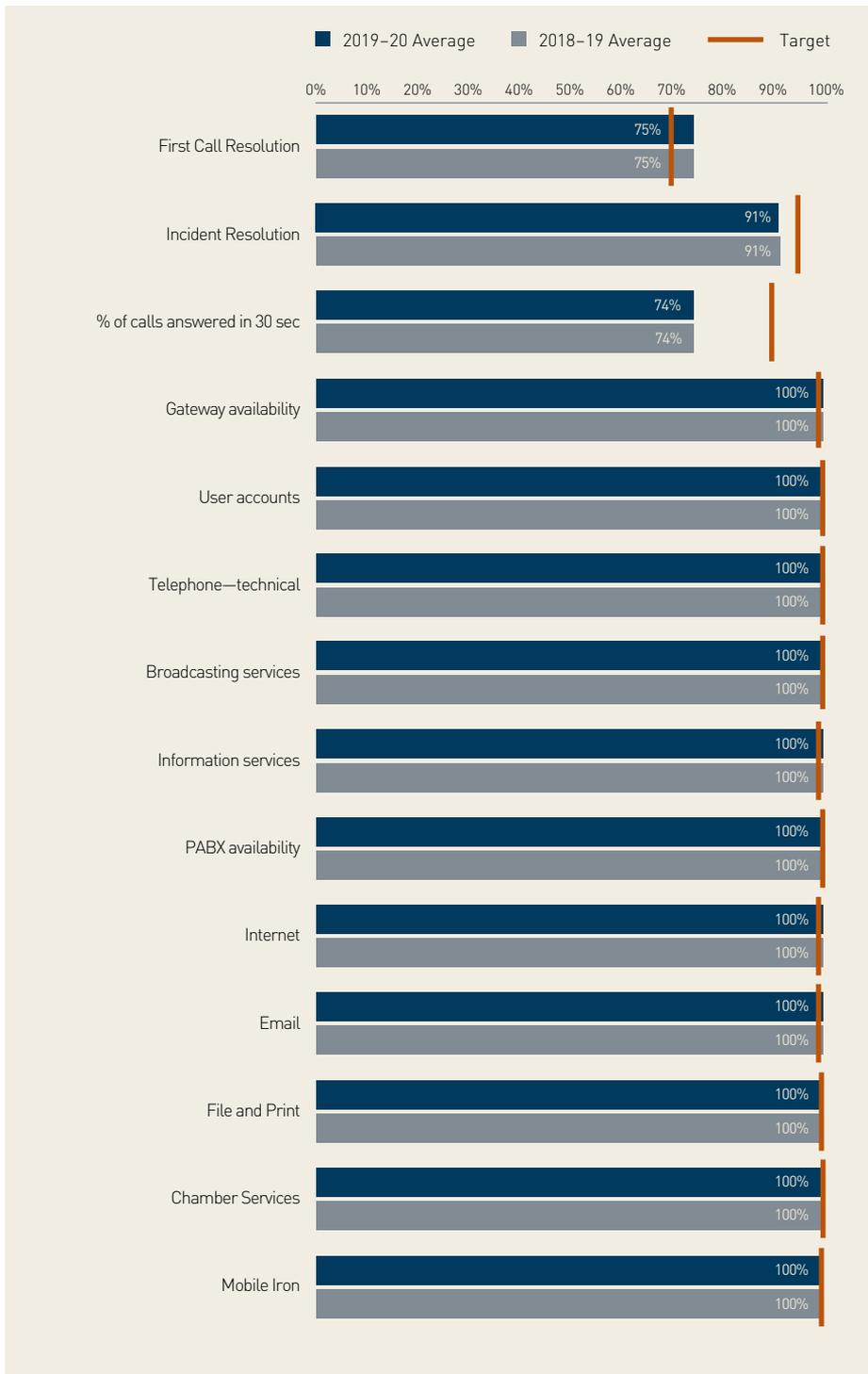
Methodology

Measure 11:

Information Services Division uses the ServiceNow IT Service Management System to capture and manage client interactions received by 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 managing and handling 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.

FIGURE 7: Average ICT service standards levels



Analysis

The ICT service standards is an index developed and sourced from the ICT Service Level Agreement (SLA) comprising 14 individual service standards. Each service standard is measured monthly and assesses the delivery of key services that support effective and efficient operations of the Parliament. This includes services to electorate offices, parliamentary departments and Parliament House.

In 2019–20, 142 out of 168 ICT service standards were achieved, which was a 5.48 per cent reduction on the 2018–19 result. Call volumes to the 2020 service desk spiked significantly at a few critical points during the year, related to:

- transitioning outgoing and incoming parliamentarians and their staff following the 2019 federal election, and
- facilitating the massive increase to remote access working for users of the parliamentary network following COVID-19 restrictions.

These events strained resources and the capacity to answer calls within 30 seconds. As a result, the 'Percentage of calls answered in 30 seconds' service standard deteriorated. The increased volume of calls placed additional constraints on other sections of the division, which reduced the 'incident resolution' service standard by 4.49 per cent from 2018–19.

The division played a critical role in onboarding parliamentarians and staff, including initial 2020 ICT support, equipment provisioning and office re-configurations from the commencement of the 46th Parliament to the end of October 2019. This work resulted in 22,894 calls being taken by the 2020 service desk, representing a 28 per cent increase on the same period in 2018–19.

The Information Services Division rapidly responded to the demands of the COVID-19 pandemic by commissioning several new services to support the increased demand from staff working from Parliament House, electorate offices and remotely. This included:

- increasing the capacity of the existing remote access solution
- rapidly deploying a new remote desktop service—Parliament House Desktop, and
- deploying a complementary remote authentication capability to meet demand.

Calls to the 2020 service desk increased by 57.7 per cent from 2018–19 levels during the combined period of March/April which reflected the transition for staff to remote working.

With the rapid pace of digital transformation and the string of significant events throughout 2019–20, the Incident Resolution service standard was not met despite achieving an average of 90.62 per cent. An internal review is being undertaken and a strategy will be developed to improve results in 2020–21.

Strategic theme 2—Enhance the Parliament’s engagement with the community

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

PERFORMANCE CRITERION 6—Visitor experience

TABLE 9: Performance criterion—Visitor experience

Enhance the Parliament’s engagement with the community		
Performance Measure	Target	Result
12. Number of visitors	Number of participants equivalent or greater to the same period last year	Not achieved due to COVID-19 (540,320 in 2019–20 compared to 746,844 in 2018–19)
13. Visitor satisfaction	85% satisfaction rating achieved	99%

Criterion Source: Program 1, 2019–20 Portfolio Budget Statements, p.9. Corporate Plan p.31.

Methodology

Measure 12:

Number of visitors

The Parliament House visitor metric counts the number of general and business visitors to the building, including:

- school students
- visitors signed in at the front entrance, and
- international, interstate and local tourists.

DPS staff and Australian public servants, retail and service workers who hold active passes, are excluded because they are defined as building occupants.

Visitor numbers are calculated using the total magnetometer count minus the number of pass holder entries at the main entrance of Parliament House.

Measure 13:

Visitor satisfaction

Visitor satisfaction at Parliament House is measured through the percentage of visitor feedback that exceeds or meets expectations. The feedback is collected through visitor comment cards which are available throughout the building. We ask visitors to rate their overall experience from one to five, one being poor and five being excellent. A score of three or above indicates visitor satisfaction.

DPS aims to collect 100 responses a month to achieve a statistically valid sample size.

Qualitative information through written feedback is not included in this metric, but is incorporated in our continuous improvement processes.

Tours and events feedback

The same process for general visitation (one-to-five rating system) is used to measure satisfaction for tours and events.

Comment cards are available from our Visitor Services team leading tour groups and event attendees.

Tours include both free and paid experiences led by our Visitor Services officers. Events include ticketed events, community events and other public events run by DPS.

School visitor feedback

Feedback from school groups is collected slightly differently. Comment cards are provided to teachers supervising school tours to rate the experience from one-to-five against the following two statements:

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

A score of three or above indicates visitor satisfaction. Each statement is separately calculated and analysed.

FIGURE 8: Visitor numbers



Analysis—visitor numbers

In the previous year, figures were impacted by the multi-year capital works building program that saw parts of Parliament House obscured by scaffolding and the main front entrance reduced to a single magnetometer entry point. With these visual and physical obstacles to visitation removed, the first six months of 2019-20 continued to see an uplift in general visitation, tour and event participation, as well as an increased number of school children visiting Parliament House. At the end of 2019 the expectation was to meet or exceed visitation targets.

However other factors in the second half of this financial year have proved challenging. The summer bushfires shrouded Canberra in a smoke haze which resulted in poor air quality and visibility. While other local cultural institutions closed, Parliament House remained open and as a result, the visitation in December and January did not fall as dramatically as other Canberra institutions.

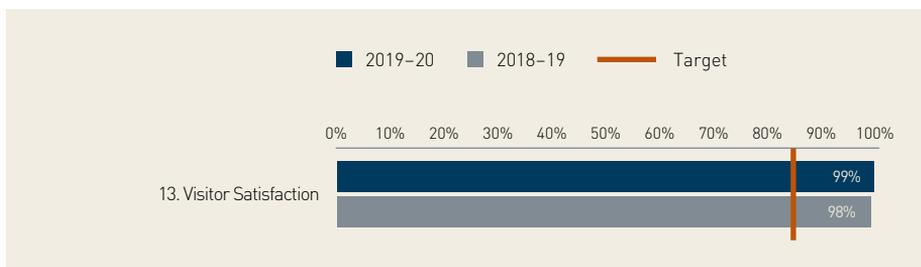
The impacts of COVID-19 and subsequent travel and other restrictions created a dramatic downturn in visitation to Parliament House. In the early stages of the pandemic, tour numbers were reduced to comply with physical distancing rules. The building was officially closed to the general public at 5.00pm on 25 March 2020 and remained closed until 4 July 2020.

As a result of these events, no visitation target was met in the second half of 2019-20.

TABLE 10: Visitor engagement highlights

Alfred Deakin exhibition— Creating a Nation	Christmas comes to Parliament House	New Parliament House tour experiences
<ul style="list-style-type: none"> Alfred Deakin: Creating a Nation was launched by the Presiding Officers as a celebration of the life and achievements of Australia’s first Attorney General and second Prime Minister. Curated by the Art Collections section, this significant exhibition included objects on loan from the Deakin family and assistance from a range of institutions including the Parliament of Victoria, National Library of Australia, National Archives of Australia and the National Portrait Gallery of Australia. The exhibition was complemented by lectures from Dr David Headon and Emeritus Professor Judith Brett; and by the launch of the first volume of Deakin’s collected letters to the <i>Morning Post</i> (covering 1900 and 1901) edited by the Parliamentary Librarian. 	<ul style="list-style-type: none"> Free public performances of Christmas carols by 19 school choirs and the Canberra Choral Society. Giving Tree in the Marble Foyer supporting the Foundation for Rural & Regional Renewal and Purple House charities. 	<ul style="list-style-type: none"> A broader range of tours was offered and content reviewed. A new Indigenous experiences tour was introduced featuring stories of Indigenous parliamentarians, the site history of Capital Hill and exploring key moments in parliamentary democracy involving Australia’s First Peoples.

FIGURE 9: Visitor satisfaction



Analysis—Visitor satisfaction

Visitor satisfaction remained strong through the first six months of 2019–20 across general public, school and tour visitation experiences at Parliament House. At the end of 2019, the expectation was to meet or exceed the visitor satisfaction benchmark.

While the summer bushfires and the impacts of COVID-19 on the Canberra region affected visitor numbers to Parliament House in the first half of 2020; visitors recorded a high satisfaction rate with their experience at Parliament House.

Visitor feedback

Strong positive feedback was provided directly to staff and through comment cards across the first six months of 2019–20, demonstrating the quality and relevance of our programs and customer service. This was supported by Parliament House ranking eighth out of the ‘254 things to do in Canberra’ by TripAdvisor as of 1 December 2019. This ranking is based on the quantity and quality of visitor reviews. This was corroborated by a variety of independent sources. Public access to Parliament House ceased on 25 March 2020, ending data collection for the remainder of the reporting period.

Schools feedback

At 29 February 2020, before COVID-19 related cancellations began, our school tour visitation numbers sat at 92,236 with a customer satisfaction rating of 98 per cent.

Tours and events feedback

At 29 February 2020, customer satisfaction responses from tours and events sat at 98 per cent, validating DPS’ confidence in our tour and event offerings. Visitor comments include:

“Our tour guide was excellent, she has had 31 years of experience in this role and delivered a wonderful tour. Knows every corner of the building.”

“The Art and Furniture Collections of Parliament—such a privilege to be able to see some of the artworks not normally available for us to see.”

“The building/architecture is impressive. Thank you Rosie for being so welcoming/cheerful and knowledgeable. Perfect combo of explaining the architectural design, political philosophy, political process. A unique experience.”

PERFORMANCE CRITERION 7—Communications

TABLE 11: Performance criterion 7—Communications

Enhance the Parliament's engagement with the community		
Performance Measure	Target	Result
14. Enhancing access to information about Parliament House and its services	Effective	Effective

Criterion source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Corporate Plan p.31.

Methodology

Measure 14:

DPS monitors the Parliament House online presence by tracking our social media footprint—the number of posts, followers and engagement—and by using raw data of site views and page hits on our www.aph.gov.au website.

The measurements provide an insight into user interaction with the DPS managed Parliament House digital media. They have been selected as the data can be readily obtained and compared over time through:

- number of visitors to website*
- number of visitors to website (parliamentary section)
- Facebook—number of posts and level of engagements (reactions, comments, shares)
- Twitter—number of posts, followers, engagements (likes, retweets, replies) and traffic (clicks on links), and
- Instagram—number of posts, number of followers, engagement (likes and comments), video views.

The data is collected by Google Analytics (website) and Hootsuite (social media)**.

*Website data includes the Visitor section, but excludes sections of the website managed by the Department of the Senate and the Department of the House of Representatives.

**Hootsuite data was only available from 14 November 2019 (DPS product subscription purchase date). A pro-rata approach has been used to calculate the relevant data.

Analysis

DPS continues to build and enhance its social media presence using a variety of channels to showcase the building and information about Australia's Parliament. However, the COVID-19 pandemic drastically changed the nature of our engagement with audiences in the final quarter of the year, as we could not promote events that would usually drive communication efforts. In particular, as a result of Parliament House being closed to the public on 25 March, we removed our most popular webpages, which dealt with planning visits.

However, over the course of the year, engagement across our digital communication platforms grew significantly. In the last six months of the reporting period our social media followers increased by an average of 12 per cent, with Twitter growing by nearly 20 per cent. The levels of engagement with content also grew overall. While the level of engagement dropped on Instagram, it grew by nearly 200 per cent on Twitter and by 30 per cent on Facebook. Traffic to the general pages of the website also grew in the second half of the year by around 43 per cent.

These figures may be attributed to more people spending time online during the shutdown period. However, we also began more effectively curating our content with a view to posting high-quality materials that drive more significant audience engagement over high volumes of posts that do not have as great an impact. To do this we use a variety of tools, including interactive posts and collaboration with other institutions, to ensure our audience is interested in—and responding to—the information we post.

The Enlighten marketing campaign (13 February to 12 March) was the catalyst for an increase in activity across our website and social media channels. Creating engaging content to promote Enlighten events was a positive factor.

PERFORMANCE CRITERION 8—Event Services

TABLE 12: Performance criterion 8—Event Services

Enhance the Parliament’s engagement with the community		
Performance Measure	Target	Result
15. Satisfaction rating of people or organisations hiring Parliament House event facilities	85%	88%

Criterion source: Program 1, 2019–20 Portfolio Budget Statements p.9; Corporate Plan p.31.

Methodology

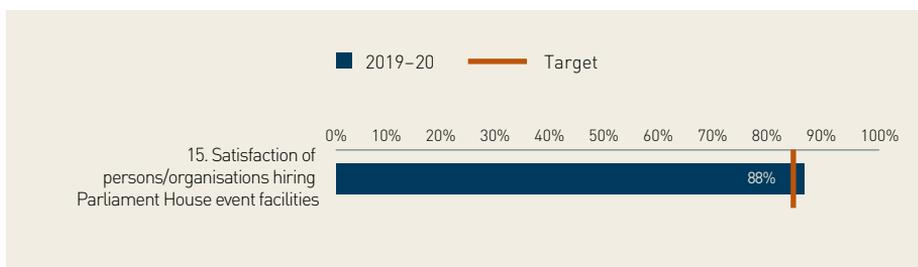
Measure 15:

Event Services is a new criterion and measure within the DPS Annual Performance Statement reporting framework. It has been included because approximately 1,000 events are held (pre-COVID-19) within Parliament House each year.

A satisfaction rating is being used as a measure of success and an opportunity for continuous improvement. Event managers hiring venues within Parliament House are asked to provide feedback via email regarding the venue, food quality and various elements of our services. The feedback received is collated and assessed on a rating scale of positive, constructive or negative, and converted to a percentage.

This is based on other standard metrics that are published in the Annual Performance Report.

FIGURE 10: Events



Analysis

Despite a range of external challenges, DPS has built a strong reputation for delivering excellent events across a range of venues. In delivering high-quality events, the Executive Chef and his team source premium ingredients from some of the nation's finest producers and provide exceptional culinary services to complement the special location for each event.

Each year we host around 1,000 events which range in size from intimate dinners for 20 to large gala events for 1,000 attendees and significant events for visiting dignitaries.

In addition to the traditional events delivered on behalf of other clients, we also expanded our range of ticketed events during the year. These included traditional degustation events for Enlighten and Floriade along with new events in partnership with the Great Southern Railway and as part of our Cultural Attractions of Australia offering. The team also showcased the offering as part of the annual Canberra Top Secret Gala Dinner, in partnership with the Canberra Convention Bureau. This provided a significant opportunity to showcase the operation and its potential, and received outstanding feedback from guests.

The team seeks and manages feedback to adjust our service delivery for continuous improvement. This is particularly important for the events business, which generates a large proportion of the revenue each year.

The success of our focus on delivering high-quality events was demonstrated through record revenue achieved for Parliament House in September and October 2019, which were driven by an increase in events business.

TABLE 13: Event highlights

Record event months in September and October		
Record event months in September and October	Top Secret Gala dinner	Special events at Parliament House
<p>Following the opening of the 46th Parliament, the months of September and October 2019 were our busiest on record:</p> <ul style="list-style-type: none"> • This increase in both event and other catering business resulted in significant demand on the operation at a time when kitchen refurbishments were still taking place. • Despite the tight turnaround on a number of large events, feedback from clients was excellent, reflecting our thorough planning and careful delivery of events. 	<p>Canberra Convention Bureau hosted the annual “Canberra Top Secret Gala Dinner” at Australian Parliament House.</p> <ul style="list-style-type: none"> • With event planners attending from across Australia, this was a significant opportunity to promote Parliament House as a premium event venue. • Feedback from the Bureau and delegates was very positive. 	<p>As well as the regular catering and event services provided by DPS, we also supported a number of high profile events during the year. This included:</p> <ul style="list-style-type: none"> • the opening of the 46th Parliament and swearing in of the new Governor-General • a state visit and luncheon for the President of the Republic of Indonesia, and • the 28th Asia-Pacific Parliamentary Forum, with visiting parliamentarians from 27 member countries.

Feedback on events:

PM Prizes for Science awards:

“I would like to thank you and your team very much for all your hard work in delivering a successful event this year! It never ceases to amaze me how you manage to host, feed and water a crowd of 500 in an evening and still come back to work the next day. Thank you for all your hard work to make our event the success that it was! A number of guests commented on the high quality of the food, the professionalism of waiting staff and overall ‘good feel’ of the event.”

Asia Pacific Parliamentary Forum:

“The Parliament House catering and events staff on the day were excellent, and the team leader was professional, diligent, and helpful. We had a few challenges in relation to guest numbers, which were dealt with efficiently and without fuss. Please reiterate my sincere thanks to the team for their assistance.”

Strategic theme 3—Effective stewardship of Australian Parliament House

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

PERFORMANCE CRITERION 9—Design integrity performance

TABLE 14: Performance criterion 9—Design integrity performance

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

Criterion Source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan p.33.

Methodology

Measure 16:

The Design Integrity and Special Collections Unit (DISC) provides secretariat support for quarterly design integrity meetings, other meetings as needed and facilitates consultation between DPS staff and Ms Pamille Berg AO Hon FRAIA and Mr Harold (Hal) Guida LFRAIA AIA, as the joint moral rights administrators for the estate of Mr Romaldo Giurgola AO LFRAIA AIA.

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.

Measure 17:

The DISC undertakes a separate qualitative assessment of the level of effectiveness of the design integrity and moral rights consultation processes carried out with Ms Berg and Mr Guida, as joint moral rights administrators. This provides an important external measure of the effectiveness of DPS' consultation with these key stakeholders.

Analysis

The design integrity and moral rights consultation processes—both within DPS, and externally with Ms Berg and Mr Guida—are working well and effectively. The level of internal engagement with the DISC and the broader understanding of staff regarding design integrity matters is improving throughout the organisation. The DPS Executive Committee continues to consider design integrity matters at its fortnightly meetings and the DISC routinely participates in cross-departmental and project board meetings.

In 2019–20 the DISC facilitated design integrity and moral rights consultations with Ms Berg and Mr Guida on a range of important capital works and maintenance projects. These consultations occurred at various stages throughout the projects' life cycles, including through attending quarterly or ad hoc design integrity meetings or through correspondence and formal moral rights notifications.

Ms Berg and Mr Guida attended three design integrity quarterly meetings and provided one all-staff presentation on the design intent of the House of Representatives Chamber. Over the past year, they also provided design intent advice and responses to specific moral rights notifications—either separately or jointly—on a range of matters, including:

- accessibility
- work health and safety
- kitchen upgrades
- proposed information and communication technology changes
- landscape and gardening
- works of art and craft, including ongoing conservation needs, and
- furniture and fittings.

Each year, the moral rights administrators are also asked to reflect on the effectiveness of DPS' performance over the preceding 12 months and to provide any feedback. The moral rights administrators have endorsed the Management of Design Integrity Framework. We are extremely proud that they have noted that our strategic approach has been the most productive since the opening of Australian Parliament House in 1988.

PERFORMANCE CRITERION 10—Building Condition Rating

TABLE 15: Performance criterion 10—Building Condition Rating

Effective stewardship of Australian Parliament House		
Performance Measure	Target	Result
18. Percentage of building areas reviewed that are assessed as being in good or better condition	80%	86.95%

Criterion Source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan, p.33.

Methodology

Measure 18:

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

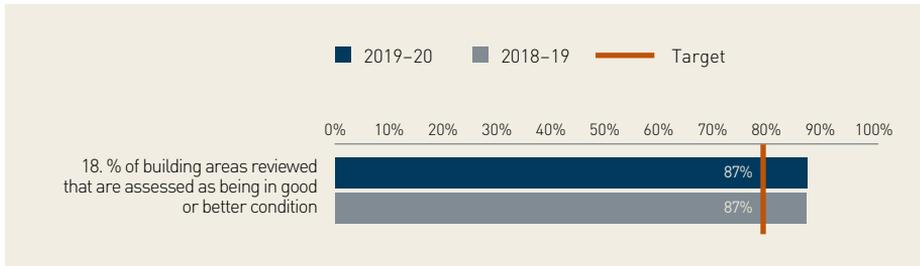
For the purposes of the BCR, the building is divided into eight zones and, over the course of the 12 month reporting period, an inspection is carried out using the BCR methodology. Each area within a zone has up to 31 elements which are scored from zero (disrepair) to 100 (excellent).

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

The recommendations from the 2016–17 internal audit have now all been implemented and the verification methods improved. To fully address audit concerns, the rating scale for the BCR has been aligned so an assessment of ‘Good’ meets the target (i.e. 80 per cent). This change contributes to a slight rise in the overall score.

In 2017–18 DPS migrated all BCR measurements in the department’s financial management system (SAP) so readings can be directly recorded while inspections are being conducted. SAP can also report on historical data and subsets of its stored information, such as carpet condition.

FIGURE 11: Percentage of building areas reviewed that are assessed as being in good or better condition



Analysis

In 2019-20, the performance measure result was 86.95 per cent, which represents an increase of 0.28 per cent compared to 2018-19. The minor increase is attributed to:

- ongoing routine maintenance and painting to suites and associated areas, thoroughfares and general circulation areas
- carpet replacement in:
 - first-floor public areas,
 - 10 general circulation areas, and
 - 15 suites.
- repainting:
 - 17 general circulation areas
 - 15 suites, and
 - 11 plant-room and basement areas.

The emphasis has been on preventative maintenance programs. This focus will continue into 2020-21.

PERFORMANCE CRITERION 11—Engineering Systems Condition Rating

TABLE 16: Performance criterion 11—Engineering Systems Condition Rating

Effective stewardship of the Australian Parliament House		
Performance Measure	Target	Result
19. % of critical engineering systems reviewed that are assessed as being in good or better condition.	70%	59%
19. % of critical engineering systems reviewed that are assessed as being in fair or better condition	95%	84%

Criterion source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan, p.33.

Methodology

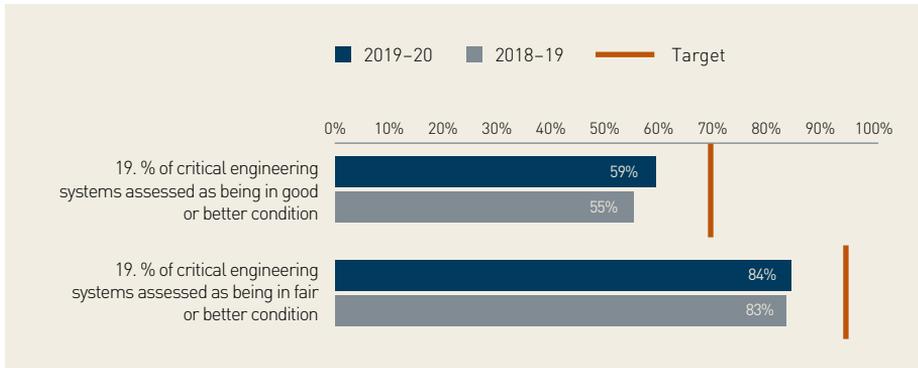
Measure 19:

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.

The ESCR assessment and scoring does not capture all relevant assets every year. The current methodology targets one third of the building's systems each yearly cycle, and only after a three year reporting cycle will the full complement of the assets have been measured for reporting purposes.

FIGURE 12: Critical engineering systems



Analysis

The 59 per cent of critical engineering systems rated as being good or better condition represents a small improvement from the 55 per cent recorded for 2018–19, and is below the target of 70 per cent. Similarly, the 84 per cent of critical engineering systems rated as being in fair or better condition is again a slight improvement on the previous year, and is 11 per cent below the target of 95 per cent.

These results are indicative of the age of some of Parliament House’s engineering systems and infrastructure and underscore the need for ongoing investment. The audit sample considered is based on a three year rotation cycle and reflects the previous two condition reports with incremental improvements realised through the ongoing capital works program.

Major projects underway which are delivering improvements to the condition of engineering systems include:

- Kitchens Upgrades—including the main production kitchen and the Great Hall kitchen and bar, and work on the Queen’s Terrace Cafe, Staff Dining Room, and the Members and Guests Dining Room kitchen. These are expected to be completed in the next reporting period
- Electrical Distribution Board and Mechanical Switchboard Replacements—a total of 328 of the 726 distribution boards were designed, built and installed, with 22 of the 29 mechanical boards also finalised, and
- Lift Upgrades—this project involves refurbishment of the building’s 42 passenger lifts. This program of works is ongoing with the majority of lifts already refurbished and the completion of all refurbishment works expected by the end of 2020.

Engineering systems that will be the focus of future investment include the building management system and the heating ventilation and air conditioning system. Details of these works will be developed to support planned investment through future capital works funding arrangements.

PERFORMANCE CRITERION 12—Landscape Condition Rating

TABLE 17: Performance criterion 12—Landscape Condition

Effective stewardship of the Australian Parliament House		
Performance Measure	Target	Result
20. % of landscape areas reviewed that are assessed as being in good or better condition	85%	83.31%

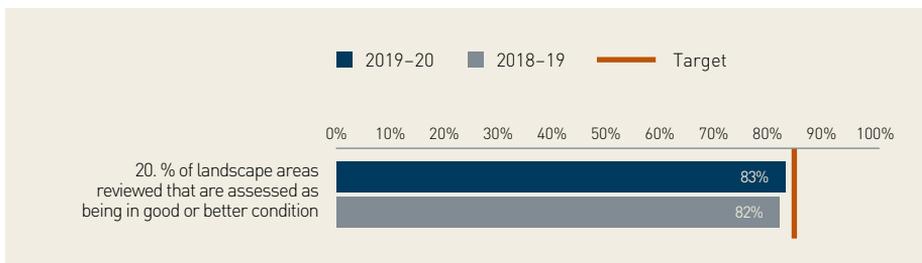
Criterion source: Program 1, 2019–20 Portfolio Budget Statements, p.9 Program 1, 2019–20 Corporate Plan, p.33.

Methodology

Measure 20:

The Landscape Condition rating (LCR) measures the current condition of the landscape surrounding Parliament House. It 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 13: Percentage of landscape areas reviewed and assessed as being in good or better condition



Analysis

The target for the LCR is 85 per cent. For 2019–20 the LCR was 83.31 per cent, an increase of 1.18 per cent compared to 2018–19 and a shortfall of 1.69 per cent of the target.

Despite some challenging climatic conditions, turf in the courtyards was maintained at a very high standard. The crushed granite paths in the western native gardens were also in good repair.

Areas for improvement and future focus include the:

- Introduction of a new plant species such as *Acacia howittii* to replace the *Correa* along the senate slip road. This is due to their ability to better cope with the harsh conditions during Canberra summers.
- Structural soil improvement project at the House of Representatives and Senate entrances to enhance the root zone and support replanting of the existing tree species. On the House of Representatives side there will be eight flowering pear trees (*Pyrus calleryana*) and on the Senate side there will be eight Honey Locust trees (*Gleditsia triacanthos*). This is scheduled for completion 2021–22.
- Improvement of the clay sub-base drainage and planting of approximately 300 new Savin Juniper (*Juniper sabina*) on the western side of Kings Avenue. This is also scheduled for completion in 2021–22.

PERFORMANCE CRITERION 13—Security KPIs are achieved

TABLE 18: Performance criterion 13—Security KPIs are achieved

Effective stewardship of the Australian Parliament House		
Performance Measure	Target	Result
21. % of security incidents that are handled in accordance with policy and process	100%	96.71%
22. % of Parliamentary Security Service Officers compliant with Parliamentary Security Service mandatory training requirements	100%	17.42%*

*Compliance rates for mandatory PSS training is significantly lower than the target KPI this year due to restrictions from COVID-19.

Criterion source: Program 1, 2019–20 Portfolio Budget Statements, p.9; Program 1, 2019–20 Corporate Plan, p.33

Methodology

Measure 21:

Incident reports are used by 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 may impact on the integrity of the security arrangements of Parliament House. Security incidents are analysed to determine if the response by a PSS officer was in accordance with DPS policy and procedure. The result is the percentage of responses that comply with DPS policy and procedure.

Measure 22:

The mandatory training for PSS officers is Initial Security Training (IST) and Competency Maintenance Training (CMT). IST is a five-week program providing new recruits with the basic training they need to fulfil their roles and obligations as a PSS officer. It covers topics such as communication, access control and screening. PSS officers cannot perform operational duties until they have completed IST. CMT is an ongoing training requirement and must be completed annually. It covers areas such as first aid, operational safety training and parliamentarian recognition.

The percentage of new PSS officers who have completed both IST and CMT is calculated at 30 June each year by the Security Branch Manager Training Development.

Analysis

Measure 21:

The target for correct handling of security incidents is 100 per cent. For 2019–20, the actual achievement was 96.71 per cent. While this did not compromise the security operations, 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 through training updates or recommended changes to security procedures.

Measure 22:

The target for compliance with mandatory security training is 100 per cent. For 2019–20, the actual achievement was 17.42 per cent. Mandatory training was scheduled to be completed for all PSS officers by the end of 2019–20. COVID-19 significantly impacted the ability to undertake practical training due to physical distancing requirements, with the first aid provider not able to deliver training. Elements of Operational Safety Training were unable to be undertaken due to physical distancing requirements and some PSS officers being redeployed to support other essential activities.

Overall this resulted in significant impact to the training schedule and the target of 100 per cent compliance was unable to be achieved. Whilst this is the case, all PSS officers have undertaken their IST; however, the annual CMT refresher training has not been undertaken.

To adjust to the impact of COVID-19 restrictions, the PSS Training team converted the delivery method of PSS CMT to be largely learning via online eLearning. This was implemented in early June 2020. This adjustment, combined with the development of a COVID Safe training plan, has meant that CMT has been available to officers since late June 2020 and the physical component of Operational Safety Training will be available from October 2020.

It is anticipated by August 2020, almost 90 per cent of PSS staff will be compliant with First Aid training and almost 70 per cent of staff will be compliant with Operational Safety Training.

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

PERFORMANCE CRITERION 14—Parliament House works program KPIs are achieved

TABLE 19: Performance criterion 14—Parliament House works program KPIs are achieved

Effective delivery of the Australian Parliament House works program		
Performance Measure	Target	Result
23. % of major capital works projects in delivery phase	80%	90%
24. % of major capital works budget spent in the financial year	80%	96%

Criterion source: Program 1, 2019–20 Portfolio Budget Statements, P10 Program 1, 2019–20 Corporate Plan, p.35

Methodology

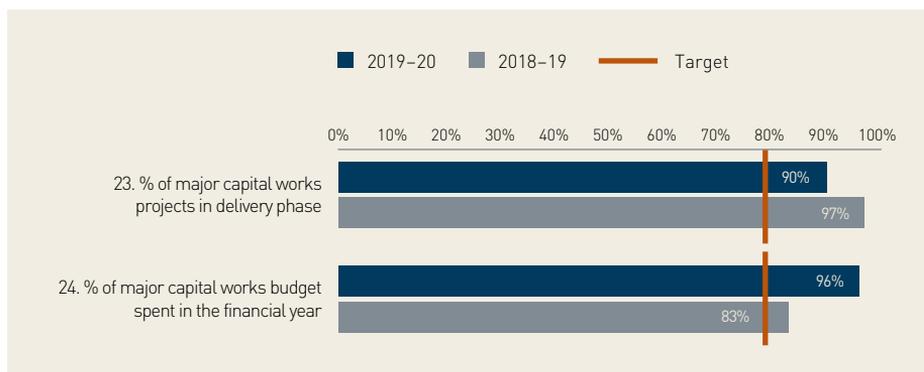
Measure 23:

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

Measure 24:

The actual expenditure on capital works projects divided by the total budget.

FIGURE 14: Capital works projects in delivery and expenditure

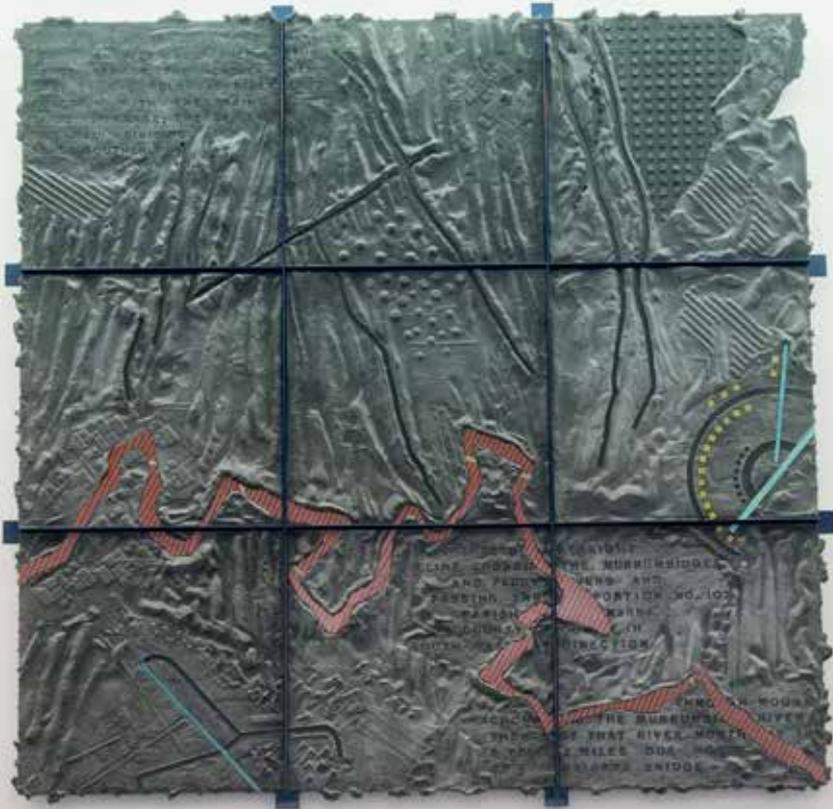


Analysis

A standard industry measure of project success is delivering on time and on budget. Given the restrictions of sitting periods, parliamentary activities and the impact COVID-19 has had on project delivery, time-frames are regularly adjusted. This makes it challenging to accurately determine a consistent measure of whether projects are delivered on schedule. Therefore, DPS is tracking the projects in delivery compared to the number planned. This combined with analysis of whether the capital works program is effective and within budget, provides a picture of whether it is successfully adapting to the changing environment. Despite the challenges experienced in 2019–20, the capital works program continued to deliver significant progress. At 30 June 2020, 90 per cent of capital projects were in delivery, with 96 per cent of the allocated budget spent.

There has been significant progress on the upgrade works to the kitchens, including completing the main production kitchen and executing contracts for Queen's Terrace Café; the Members and Guests Dining Room and the Staff Dining Room. The electrical program of work continued steadily, including substantial progress related to replacing the auxiliary power generators. Progress on fire safety upgrades, lift refurbishments, accommodation and accessibility measures continued.

Finalising electronic security measures is substantially complete with only installation and testing required for the electronic access control system and closed circuit television.





PARLIAMENTARY LIBRARY

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PARLIAMENTARY LIBRARIAN'S REVIEW

I am pleased to present the Parliamentary Librarian's annual report for 2019–20.

The Library's mandate is to provide research and information services to senators and members of the House of Representatives in support of their parliamentary and representational roles. As the past year has shown, the Library continues to evolve and transform to ensure that we are able to support the Parliament as it grapples with critical policy and legislative issues.

This report highlights the achievements and challenges of the last financial year.

The 46th Parliament

The first part of the year focused on activities in support of the new Parliament, which met for the first time in July. Library staff embarked upon a structured program of outreach and support to new as well as returning senators and members and their staff. This included the appointment of contact officers who acted as 'Library ambassadors', serving as a single point of contact for new parliamentarians and their staff. (The contact officer program was underpinned by a comprehensive training program to ensure that all the contact officers had a detailed understanding of the full suite of our services.) We supported this through one on one training, discussions, and drop in sessions with parliamentarians and their staff both at Parliament House and in an expanded and concentrated program of electorate office visits.

The success of this outreach was evident in the fact that our services were used by every senator and member, be it for research or mapping services, media monitoring, or use of collection items.

The COVID-19 pandemic

The final months of the financial year were, of course, dominated by the COVID-19 pandemic. Like other work areas across the Parliament and beyond, our focus was twofold: ensuring the wellbeing of our staff and maintaining continuity of service. With regard to both, I am extremely proud of the flexibility, commitment and resilience displayed by staff across the Library. Many transitioned quickly and effectively to remote work arrangements. Some volunteered for redeployment to Services Australia (SA), with two in the end being picked up by that agency; and the Assistant Secretary, Library Collections and Databases moved to assist with DPS' broader COVID-19 response. Throughout the evolving phases of the pandemic, effective communication, collaboration and care for colleagues who needed support were always evident and ensured that our core services continued to be delivered at a high quality, whether delivered off site or on.

Performance

The Library performed strongly throughout the year, exceeding many client service targets including: timeliness; the number of publications released; online usage of our databases and publications; and material added to the catalogue and to databases. Our augmented program of orientations, lectures and seminars received strong support with high levels of attendance.

Pleasingly, client feedback throughout the year indicated high levels of satisfaction with our services.

Demand for our services remained high. Library staff completed over 11,400 individual client requests in 2019–20, a significant increase upon the previous financial year. Numbers peaked in the first months of the new parliament; but after the traditional Christmas dip, February saw the numbers increase again, driven by sustained requests associated with the bushfires and the pandemic. From March onwards, we refocused our publication and acquisitions programs to provide Parliament with information and resources relevant to the pandemic and the evolving legal and policy responses to it. This included establishing a dedicated COVID-19 webpage and a working group to coordinate responses to the many large and complex client requests, ensuring information sharing, consistency and cross-disciplinary advice.

Inevitably, however, the circumstances of the pandemic meant that there were delays in a number of projects not essential to maintaining direct client services, notably in the area of digitisation, as staff were redeployed to other tasks (in the Library and in DPS more broadly) or transitioned to remote working arrangements. These are discussed in relevant sections of the report. This included an approach to market for the next client evaluation of Library services and preparation of the print publication of the new *Parliamentary Handbook*, both of which were deferred until the new financial year.

Client service and the year ahead

I have previously noted the centrality of client service to how the Library operates—and I'm pleased to say that this is reflected in consistently high levels of client satisfaction over time. We have a client service model that is designed to meet the often unpredictable and fluid parliamentary environment and be flexible in all respects: from how clients ask questions (avoiding the rigidity of formal processes) as well as to the form of our products.

The experience of the past few months has shown how essential flexibility and innovation are.

The Library's operating environment has been evolving continuously, driven by the opportunities offered by digital technologies, and this seems certain to continue. The greatest change this year has been the accelerated and widespread adoption of remote working and of video technologies, as a consequence of the pandemic. While neither are of course new, the extent of their normalised use is.

This presents both opportunities and challenges in how we connect and engage with clients not physically present in Parliament House, and how we can reshape our information and seminar programs to add value given the proliferating number of podcasts and video channels. It also emphasises the focus on digital resources and the importance of the Library's digital delivery and acquisitions policies. 2020–21 will see us continue to explore ways to improve the accessibility and ease of use of our client advice and publications in digital format.

Providing effective client service, as I noted in last year's annual report, requires staff across the Library to understand our clients' diverse roles as parliamentarians, the differing roles of their staff, and how they use our services—and, indeed, what services they need. This prompted a program of meetings between senior Library staff and key client groups and discussion at the Joint Standing Committee on the Parliamentary Library.

I look forward to building on this work in the coming year in the context of our ongoing reviews of Library structures, operations and culture to ensure we remain fit for purpose for the 21st century Parliament, including drawing upon international benchmarking and best practice. This will, of course, be informed by the findings of the upcoming client evaluation of Library services which will commence later in the 2020 calendar year.

As always, I close by recording my thanks to the Presiding Officers and the members of the Joint Standing Committee on the Parliamentary Library for their ongoing guidance and support. My thanks go also to the Secretary of DPS and to colleagues across DPS and the parliamentary departments more broadly. Finally, my thanks go to my colleagues throughout the Library for their professionalism and dedication.

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: 2019–20

- operational funding: \$16.13 million
- capital funding: \$3.617 million
- average staffing level: 143.32 FTE.

Services

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

The library in numbers: 2019–20

- 100% of parliamentarians used the Library's services
- 11,472 individual client requests completed
- 302 research publications released, including 109 Bills Digest
- 35 electorate offices visited
- 5,740 new books and serial titles added to the catalogue
- 49.6% of titles available online in full text
- 178,555 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'.¹ 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.²

The Librarian reports 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 2019–20*, the Library's services fall under the strategic theme: 'respond to the changing needs of the Parliament'.

Joint Standing Committee on the Parliamentary Library

The JSCPL is appointed each Parliament to:

- consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President or the Speaker
- provide advice to the President and the Speaker on matters relating to the Parliamentary Library
- provide advice to the President and the Speaker on an annual Resource Agreement between the Parliamentary Librarian and the Secretary of DPS, and
- receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

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

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



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

The Joint Standing Committee on the Parliamentary Library for the 46th Parliament was established by resolution of the House of Representatives and Senate on 4 July 2019 and 22 July 2019 respectively. The following senators and members served on the JSCPL In 2019–20:

- Senator Dean Smith (Joint Chair)
- Ms Anne Stanley MP (Joint Chair)
- Dr Katie Allen MP
- Senator Wendy Askew
- Senator Catryna Bilyk
- Hon Anthony Byrne MP
- Ms Sharon Claydon MP
- Senator Sue Lines
- Ms Gladys Liu MP
- Senator James Paterson
- Mr Gavin Pearce MP, and
- Mr Rowan Ramsey MP.

The JSCPL met privately on 19 September 2019, 11 December 2019, 3 February 2020, and 12 June 2020, and considered, inter alia:

- Parliamentary Library Resource Agreement 2019–20 and 2020–21
- Library’s strategic human resource plan
- client evaluation of Library services for the 46th Parliament
- Library digital preservation framework, news services and analytics
- Library’s collection development policy, and
- the on-line Parliamentary Handbook.

Structure

The Parliamentary Library comprises the Parliamentary Librarian and the employees of DPS assisting her.³ The Library’s Executive is:

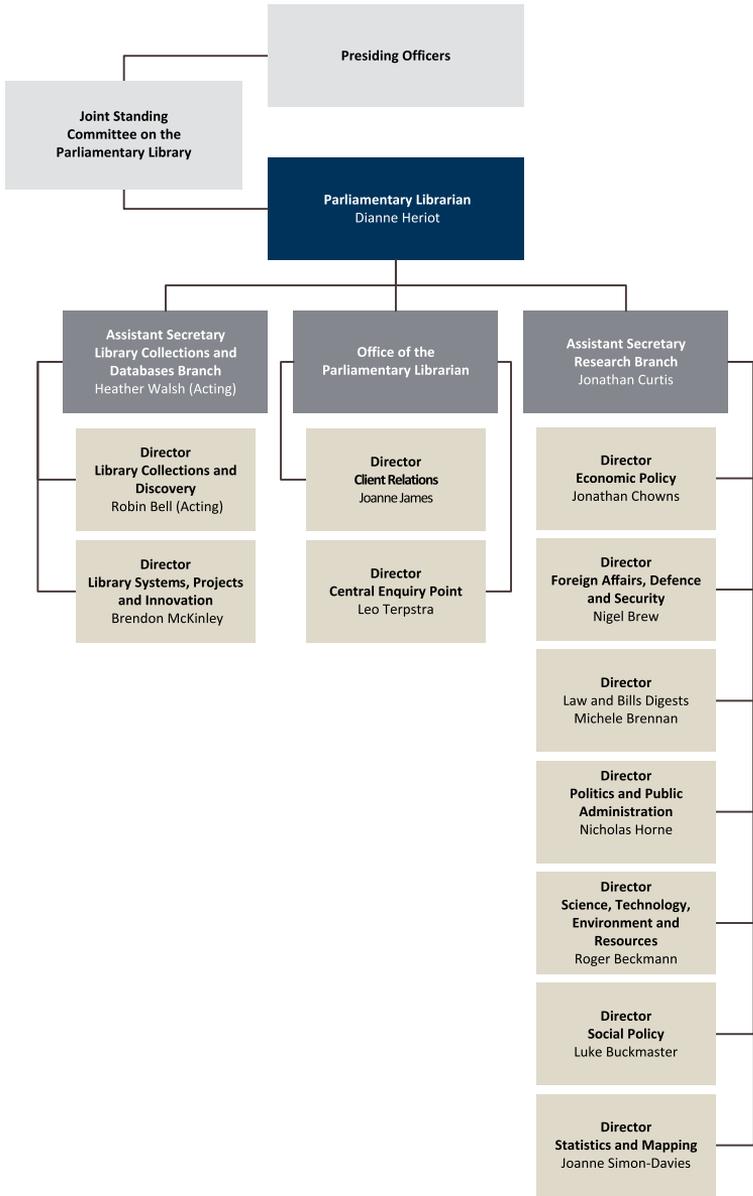
- Dr Dianne Heriot, Parliamentary Librarian
- Jonathan Curtis, Assistant Secretary, Research Branch, and
- Heather Walsh, Acting Assistant Secretary, Library Collections and Databases Branch.

The Library’s structure comprises:

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

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

FIGURE 15: Parliamentary Library organisation chart (as of 30 June 2020)



SUMMARY OF FINANCIAL PERFORMANCE

Parliamentary Library Resource Agreement 2019–20

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.⁴ 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 2019–20 agreement was signed by the Parliamentary Librarian and Secretary DPS in June 2019; its consideration by the JSCPL and the Presiding Officers was delayed due to the election. The JSCPL considered the Resource Agreement at its first meeting (19 September 2019) and resolved that the Joint Chairs write to the Presiding Officers recommending its approval. The Presiding Officers approved the Agreement on 6 December 2019.

Financial Performance

The Resource Agreement 2019–20 provided:

- an operating budget of \$16.142 million
- a capital budget (used for the Library collection and minor capital projects) of \$3.617 million, and
- an Average Staffing Level (ASL) of 143.32.

Actual expenditure was \$15.690 million in operational funding (an underspend of \$0.452 million) and \$3.642 million in capital funding (an overspend of \$0.026 million).

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

Expenditure on the library collection in 2019–20 was:

- information resources (including database and news services subscriptions)—\$2.176 million (operational funding)
- reference serials and monographs—\$0.499 million (capital funding)
- digitisation—\$0.705 million (capital funding), and
- press clips—\$0.194 (capital funding).

⁴ *Parliamentary Service Act 1999* section 38G.

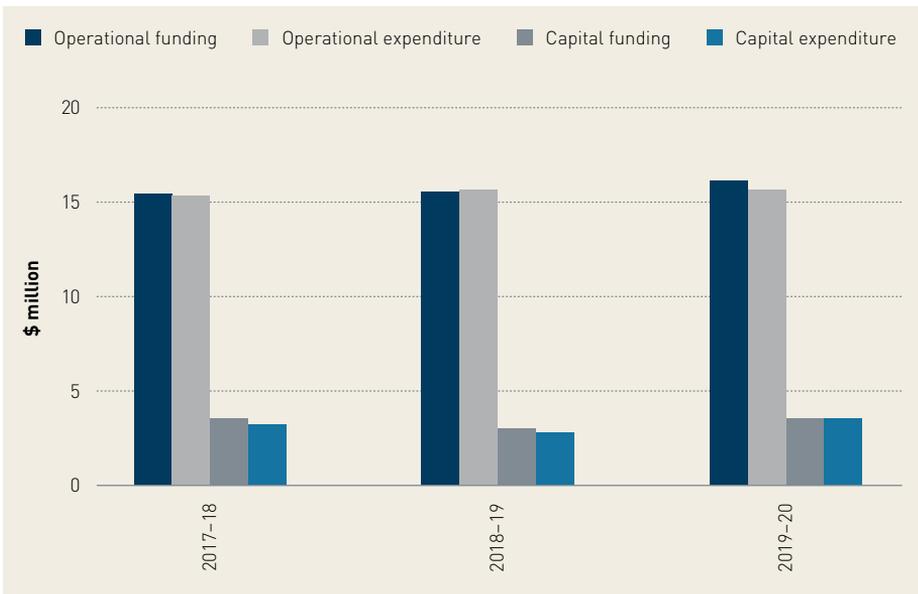
The major pressures on the Library's budget in 2019–20 were cost increases for collection resources of around five per cent over the previous financial year, compounded by significant foreign exchange fluctuations creating a degree of unpredictability. Both affected the Library's purchasing power. At 30 June, the collection budget was overspent by five per cent (\$126,219): this enabled the Library to renew collection resources despite vendor-imposed price increases and currency losses. A portion of the underspend from employee costs was directed to the collection allocation for this purpose.

With regard to employee costs, collectively, at 30 June 2020, the Library underspent on employee costs by five per cent (excluding capitalised salaries), representing 11.47 ASL. (This figure includes staff who moved temporarily to the DPS COVID-19 Taskforce or to SA.) Recruitment paused during the initial stages of the pandemic response. This enabled Library management at all levels to focus on ensuring safe work arrangements for staff and continuity of service to the Parliament. (Recruitment activity re-commenced in May/June, but too late to affect the end of year outcome.) Finally, as a result of the Federal Budget being moved to October 2020, the Library did not engage the cohort of non-ongoing staff which it would normally deploy between April and July to help deal with this annual period of peak demand.

There was a small overspend in capital funds of \$0.026 million. Three capital projects were overspent: Integrated Library System Project, Library Databases, and Collection Acquisitions. This is in part due to a decision to purchase in the last quarter of the year more digital materials to support clients working remotely. (Digital monographs are generally more expensive than print.) The Integrated Library System project experienced a number of delays due to COVID-19. As the table at page 127 shows, the remaining projects were underspent, again reflecting the impact of the pandemic upon vendor and DPS resources. This is discussed in the following section of the report.

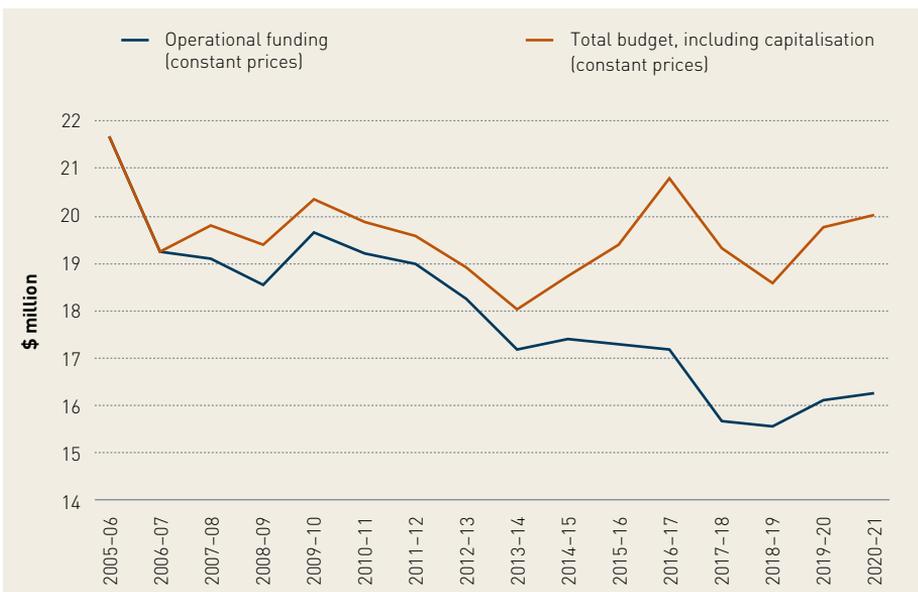
A more detailed breakdown of budget and actual expenditure can be found in the financial tables at page 126–127.

FIGURE 16: Parliamentary Library budget (resource agreement) and expenditure 2017-18 to 2019-20



The Library collection is formally revalued every three years by an independent professionally qualified valuer, using the fair value principle and in accordance with the Finance Minister’s Orders. As at 30 June 2018, the fair value worth of the Library collection was \$6.8 million, and the replacement value was \$14.6 million.

FIGURE 17: Parliamentary Library budget 2005-06 to 2019-20



Financial outlook

The Librarian and the Secretary DPS agreed the Library's 2020–21 Resource Agreement on 6 June 2020. It was considered by the JSCPL at its meeting of 12 June 2020 and signed by the Presiding Officers on 26 June and 21 July 2020.

The Library will receive:

- operational funding: \$16.449 million
- capital funding: 3.825 million, and
- ASL:137.30.

The operational funding for 2019–20 and 2020–21 represent slight increases in current price terms. As is evident from Figure 17, this reflects longer term decline in operational funding when assessed in constant price terms.

ACHIEVEMENTS 2019–20

The Library's *Strategic Plan 2015–16 to 2019–20* sets out four strategic priorities to ensure that it remains 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 46th Parliament: outreach to new and returning parliamentarians

Outreach to new and returning parliamentarians remained a focus of the Library's work, particularly through the first half of the year.

Library contact officers assigned to each new senator and member continued to work with parliamentarians and their staff to introduce them to the Library's services. Orientation and training sessions were also offered to returning parliamentarians and their staff. Around 170 clients took part in such sessions during the financial year. The Library supplemented its regular one-on-one training with other activities including 'drop in' sessions in the Senators and Members Reading Room in sitting weeks.

The Library continued its rolling program of inter-state visits to electorate offices to offer orientation and training sessions. This initiative is particularly targeted at electorate based staff who may not have the opportunity to travel to Canberra. Client outreach team members met with around 100 staff of senators and members during this year's round of visits. In all, 35 electorate offices were visited between July 2019 and March 2020.

The Library Executive also met with a number of returning parliamentarians to discuss their information and research needs.

The Library's e-newsletter *What's new from the Parliamentary Library* was refreshed for the new Parliament, as was the Library's client portal (intranet). Social media was used throughout the year to promote Library lectures and publications.

The success of this outreach is evident in the fact that 100 per cent of parliamentarians used the Library's services in 2019–20. Of particular note was the very high number of client enquiries received, particularly during the first half of the financial year.

Client requests

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

Providing such confidential information, analysis and advice to our clients is the core of our research work. The most recent 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.⁵ This year, the Library completed over 11,400 such advices, and spent nearly 56,000 hours in their preparation. This represents a significant increase on the previous year, reflecting a very busy period supporting the 46th Parliament upon its commencement in July 2019 (and in contrast to a quieter period of client demand at the end of the last financial year during the election period).

TABLE 20: Client requests completed in 2019–20

Senators	3860
Members of the House of Representatives	6161
Parliamentary committees	191
Departments, reciprocal arrangements and other	1260
Total	11,472

This metric is further discussed in the performance report.

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

Enhancing client service: face-to-face briefings

The 2017 client evaluation also highlighted the importance of personalised services to enable parliamentarians to maximise the potential benefits of the Library's services.⁶ In 2019–20 the Library continued to offer face-to-face meetings and briefings to better enable clients to explore advices, refine the issues, and sometimes commission new research on matters of interest. Many of these meetings involved a combination of researchers from specialist disciplines across the Library—reflecting the complexity of public policy issues—and were often with groups of clients (both formal and ad hoc). Such interactions develop a clearer understanding of client needs, priorities and preferences and lead to research products that are better tailored to fit the client's purpose.

Research publications

In addition to commissioned research services, each year the Library produces anticipatory research through a range of general distribution publications. These publications range from short, topical blog posts or general research papers on topics judged to be of relevance and interest to clients, to Bills Digests that provide senators and members with an impartial and independent explanation and commentary on Bills as they come before the Parliament.

The Library issued 302 publications during the reporting period.

As usual, and reflecting the priority placed by the Library on supporting the legislative and chamber work of the Parliament, the largest single category of publication were the Bills Digests. Library clients consistently place high priority on these analytical summaries of the Bills before Parliament, and the Library continues to manage the tension between publishing digests as soon as possible with the desire to make them as comprehensive as possible. Reflecting the legislation they summarise, some of the Bills Digests amount to substantial publications requiring the work of a team of authors, reviewers and editors; a case in point this year was a Digest for a package of Telecommunications Legislation Amendment Bills that weighed in at 89 pages.

In the latter part of the financial year, the Library focused its publications program on providing information and analysis to assist parliament in responding to COVID-19. This response featured a dedicated COVID-19 page listing 24 Library publications, plus links to a rich source of information from other parliaments and legislatures in Australia and internationally.

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

⁶ Ibid, p.9.

Library lectures

This year, the Library changed its approach to planning its lectures program, aiming to schedule multiple events most sitting weeks between July and March. The program is based on offering a larger number of events that more effectively covers the broad scope of Parliament's policy interests, providing senators, members and their staff with an opportunity to hear from some of Australia's leading experts in their fields. Events ranged across the technical (the overview of the new labour market data available from the ABS), the legal (the prerogative powers of the Crown) and the political (one year until the next presidential inauguration: what to expect from America in 2020).

The program, while disrupted in the second half of the year by the pandemic, included 15 lectures and three workshops. The new approach proved successful with 633 people attending in eight months to the end of February, compared to 504 in the whole of the preceding year.

The Library also sought to further increase the impact of the lecture program by offering clients the opportunity to meet privately with the speakers while they were in Parliament House—which was especially useful where the speakers travelled interstate to Canberra. Many clients took advantage of these offers, leading to some speakers having a very full day of meetings.

A Library collection curated to meet the needs of Parliament

The Library's collection is carefully managed throughout the year to ensure it meets the contemporary needs of the Parliament and gets best value for money from the acquisitions budget. It is a steady state collection, maintained at around 145,000 monograph titles and some 55,000 individual print and electronic journal titles—including those contained in the large aggregated services to which the Library subscribes—as well as material created by the Library (such as research publications and digitised material).

Library staff routinely assess and cull the collection to ensure its relevance and currency, with usage closely monitored.

In 2019–20 the Library's Collection Development Policy was reviewed and revised. This policy defines the scope and nature of our collection, both physical and digital, setting out the principles and priorities from which flow decisions to acquire, retain or de-accession materials. In short, it sets out why, what and how the Library collects, including licensed or subscription resources. The revised policy was considered and endorsed by the JSCPL at its December 2019 meeting.

Expenditure on the Library collection in 2019–20 amounted to almost \$3.6 million (operational and capital funding, including capitalised salaries). Approximately 80 per cent of the collection budget was spent on electronic resources.

Nearly 50 per cent of the collection is now in digital format; and a large portion of that is sourced on a subscription basis from overseas-based suppliers. Accordingly, the Library's purchasing power is affected by fluctuations in the value of the Australian dollar. Throughout 2019–20, acquisition staff negotiated with domestic and international vendors to ensure subscriptions were renewed at the best price possible.

The Library recognises that it cannot meet every need from its own collection, and supplements it as necessary through inter-library loans, particularly from the National Library of Australia. However, COVID-19 related closures of many libraries (national, state and academic) created unique challenges over the last quarter of the financial year. To ameliorate this issue, Library staff increased their focus on increasing the amount of digital material in Library repositories.

Increasing digital access and service

The growth of online resources

The Parliamentary Library purchases electronic versions of materials in preference to print/hardcopy so that parliamentarians and their staff have access to this information regardless of time or location.

The benefits of this policy quickly became apparent as Library clients and staff alike transitioned to remote working from March 2020 onwards in response to COVID-19. While print publications continued to be in demand over the last quarter of the year, staff also sought to facilitate access to the collection by digitising on demand to the extent possible.

Like its counterparts elsewhere, the Parliamentary Library must manage increasing demands on limited budgets and effectively manage the transition from print to digital.

The Library has year upon year increased the amount of collection material available in digital form and in formats suitable for use across different platforms. This is not without challenge due to licensing restrictions and cost—not all titles are available and publishers generally charge libraries considerably more to 'purchase' or license an e-book than it would cost an individual to purchase it from an online retailer. Nonetheless, the percentage of the Parliamentary Library collection available digitally has increased from 38.2 per cent at 30 June 2015 to 49.6 per cent at 30 June 2020 (above our target of 48 per cent).

However, this figure does not fully reflect the volume of material made available online through the Library's ongoing program of digitisation. The Parliamentary Papers digitisation project alone saw the *Parliamentary Papers series 1901–2012*, some 2.4 million pages, become available as a digital collection for the first time. This KPI will be reviewed over the coming year so that it more accurately reflects the extent of the Library's digital collections.

Enhancing management and discovery of collection material

During 2018–19, the Library commenced a Library systems replacement project for the provision of an Integrated Library System (ILS), or library management system, a new digital repository, and a discovery and federated search solution. The aim of these projects is to improve the discoverability of Library information resources by providing a single search system for print, digital and database content and to 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 and convenience for clients.

Contracts were executed in July 2019 with SirsiDynix (for the ILS and digital repository) and EBSCO Information Services (for the discovery system). Implementation was due to be completed by 30 June 2020. However, this was delayed as COVID-19 limited the availability of key specialist vendor and DPS ICT staff. Both projects are expected to be completed in 2020–21.

The Parliamentary Handbook online

Previous annual reports noted the completion of the Wadsworth database containing the digitised biographies of all Commonwealth parliamentarians since 1901, including information about their state and territory parliamentary service. The benefits of the database in serving the Library’s research needs continue to be realised, including in the streamlined provision of information for the upcoming publication of the *Parliamentary Handbook* for the 46th Parliament.

The database underpins the new, digital *Parliamentary Handbook* which has been in development over the last two financial years. Complementing the printed Handbook, it will offer an enhanced and interactive experience for users. The online version of the *Parliamentary Handbook* was scheduled to go into production in the first half of 2020. However, this was delayed when the onset of COVID-19 saw resources in DPS ICT redeployed to more urgent projects. It is anticipated that the project will be completed in 2020–21.

An approach to market for the design and production of the new print/pdf edition of the Handbook was underway at the end of the financial year, with agreements expected to be finalised before the end of the calendar year.

Digitisation and digital preservation

The Library's Digital Preservation Framework 2015–16 to 2019–20 formalised our commitment to the long-term preservation of our digital resources. (The policy was endorsed by the JSCPL in March 2017.) The Framework is supported by the Library's Digital Preservation Policy which sets out the Library's digital preservation standards for digitised print materials, born-digital materials, and audio and video collections. These documents have guided the Library's digital preservation work since 2016. Work to address the majority of priorities is now complete or has become part of our business as usual activity, and the Library is now leading the development of a parliament wide digital preservation policy. Work on this policy will be completed in 2020–21.

Digitisation of the Library's collection, both contemporary and historic record, remains a high priority with \$795,000 budgeted for these activities. Significant milestones have been achieved since the program began in 2014–15. Previous financial years saw the digitisation of the historic press releases, the Prime Ministers' collections, biographical 'condolence' packs, and the *Parliamentary Papers Series 1901–2012*, as well as the Library's own research publications.

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

Information files

The Parliamentary Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. In recent years this has been done digitally. However, the Library still has significant archives of paper material that constitute a unique collection relating to Australia's political and public policy history dating back to the 1940s and 1950s.

The entire collection, approximately 10 million pages, has now been digitised and is progressively being quality assured and uploaded to ParlInfo Search. In 2019–20, 472,566 pages were uploaded into ParlInfo Search, unfortunately significantly below the 20 per cent target due to the time required to undertake appropriate quality assurance.

Historic radio and television files

Since 2014–15, the Library has also been digitising a selection of its collection of pre-2004 radio and television news and current affairs programs held on vulnerable audio cassette and VHS tapes. In many cases these are unique holdings as the television stations that originally produced them no longer keep archival footage. (Access to this content is protected by copyright and is restricted to parliamentarians.) In 2019–20, the Library digitised a further 4,371 hours of the collection. The transition to work from home arrangements in the last quarter of the year meant that the team did not meet its 5000 hour target. However, the project is still expected to conclude in the first half of financial year 2020–21.

Historic Hansard: Remediation project

During 2009–10 the Parliament undertook a major project to digitise Hansards from 1901 to 1980. Four hundred and thirteen volumes—comprising 610,534 pages of debate—were digitised by the project’s end and published in pdf and XML format. Over recent years Library staff have identified and remediated a number of data issues in the XML files (primarily missing fragments or errors in attribution or in procedural headings). A number of factors have contributed to these errors, notably changes to the format of the parliamentary debates over the years and the difficulties this creates for structuring XML schema and ensuring consistency in metadata.

In 2019–20 the Library embarked upon a project to review the entire database, address issues with optical character recognition and fix underlying problems in the XML schema, with an initial goal of remediating 20 per cent of the database. This target was not met. As work continued, it became apparent that, due to the complexity of the project and the large number of pages that needed to be assessed and remediated, a software solution was needed. The Library sought the assistance of colleagues in Information Services Division to identify and procure a suitable system. However this did not progress due to the pandemic. ICT staff were diverted to projects of higher priority in the last quarter of the financial year.

Other digitisation projects

Preservation digitisation of the Parliamentary Authors’ collection continued throughout the financial year, with 76 per cent of the collection completed by 30 June 2020, prioritising historic material that is out of print or rare. The project is on schedule for completion by the end of this calendar year.

As part of the 1988 Australian Bicentenary, the Australian Parliamentary Library embarked upon an oral history program, to interview some 170 former senators and members about their political careers. The aim was to build up an historical archive for future scholars on the Australian Parliament. Recognising that these cassette tapes were a unique resource and were reaching their end of life, the Parliamentary Library determined to digitise the collection. This project is now complete, with the digital files quality assured, catalogued and indexed. (The digital files remain subject to specific access restrictions imposed by the subjects at the time of interview.) Copies of both the digital audio files and outstanding transcripts will be provided to the National Library of Australia for its Oral History and Folklore Collection.

The Library is also undertaking two digitisation projects in collaboration with other agencies.

The first, a partnership with the Office of Parliamentary Counsel (OPC), will result in the full collection of historical bills and explanatory memoranda introduced in the House of Representatives from 1901 to 1995 becoming available via the Parliament's website. OPC has provided the digital files (and associated metadata), and the Library is preparing this data for upload and consolidation into existing ParlInfo Search datasets (including removing duplicates and ensuring all files are of an appropriate archival standard). The size of the collection is about 206,992 files. By 30 June 2020, 50 per cent of the collection (comprising 7,088 Bills and 778 Explanatory Memoranda) had been uploaded, significantly exceeding the 20 per cent target.

The second is a joint project with the Department of the Senate to improve the quality, security and accessibility of the Senate Tabled Papers for the period 1901 to 2013. This set includes parliamentary committee reports, legislative instruments, annual reports of government departments and agencies, and reports from the Auditor-General; and comprises over 260,000 reports and papers. While these records are currently available via an externally hosted database, it is not integrated with other parliamentary collections available via the Parliament's website. The database also has limited functionality (reflecting technology at the time it was built), and there are papers or pages missing and others needing to be re-scanned. By the project's end the full set of digital files will have been remediated in accordance with preservation standards, and uploaded into ParlInfo Search with appropriate metadata to ensure they are easily discoverable. The contractor DatacomIT finished converting the PDF images to text searchable PDFs by the end of February 2019, while the Library Digitisation Projects team is preparing the metadata and undertaking quality control.

By the end of the year 26,224 papers, 10 per cent of the total, had been quality assured and uploaded to ParlInfo search. This is considerably below the 40% target. There were delays in the enhancements required for the system to allow the efficient loading of the files in bulk. This was delivered in late May. Significant progress was made in the final month of the financial year when all 26,224 papers were uploaded and the project is expected to be completed in 2020–21.

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

Supporting the Australian Parliament's engagement with regional Parliaments

The 28th Asia Pacific Parliamentary Forum (APPF) was hosted by the Australian Parliament at Parliament House on 13–16 January 2020. As with every meeting of the APPF, in response to individual requests, the Parliamentary Library provided several Australian delegates with customised written briefings to support their participation in the forum. This year, the Library also provided three staff to assist with hosting duties.

The Library also prepared briefings for parliamentarians attending international events including the ASEAN Inter-Parliamentary Assembly (AIPA) and the Commonwealth Parliamentary Association's (CPA) Regional Conference.

Collaborative partnerships

The 'First Eight' Project

Launched by the Presiding Officers in March 2018, the 'First Eight' is a collaborative project of the Australian Parliamentary Library, the National Museum of Australia, the National Archives of Australia, the Victorian Parliamentary Library and the ANU Australian Studies Institute. The project incorporates a series of events, monographs, and lectures focusing on the first eight Prime Ministers of Australia.

In October, Canberra historian Dr Headon delivered a Parliamentary Library lecture on Australia's fifth Prime Minister Andrew Fisher. Dr Headon subsequently repeated this lecture at Australia House, London and the University of Edinburgh as part of the First Eight collaboration.

The life and work of Alfred Deakin was a major focus in the last quarter of 2019. The Library was a contributor to *Alfred Deakin: Creating a Nation*, a parliamentary exhibition marking the 100th anniversary of his death. At its opening, the Speaker, the Hon Tony Smith, also launched the first of the Parliamentary Library's monograph series 'From our Special Correspondent: Alfred Deakin's letters to the London *Morning Post*' (volume 1, 1900–1901). The Speaker and the President of the Senate, the Hon Scott Ryan, made introductory remarks at the Library's lecture 'Puzzles of a Prime Minister—Alfred Deakin Revealed' (presented by Dr Headon), while the President introduced Emeritus Professor Judith Brett's lecture, 'Why Politics? Ambition and ideals in Alfred Deakin's shifting political vocation'. Both public talks were part of the Parliamentary Library's lecture series.

The Library issued FlagPost blogs 'Commemorating Alfred Deakin' and 'Barton—100 Years On'. Publication of monographs on Prime Ministers Reid and Fisher and the planning of lectures on Edmund Barton at Parliament House and the Victorian Parliament were delayed by COVID-19 related restrictions.

National and international professional networks

The International Federation of Library Associations and Institutions (IFLA) is the leading international body for library and information services. The Library and Research Services for Parliaments Section (IFLAPARL) brings together specialist legislative information services from around the world. In 2019–20, the Assistant Secretary Research Branch replaced the Parliamentary Librarian on the Standing Committee administering IFLAPARL. While the principal event of the year—the World Libraries and Information Congress, scheduled to be held in Dublin—unfortunately had to be cancelled due to COVID-19, IFLAPARL acted as a focal point for distributing information from Parliamentary research services about the pandemic. The Librarian continued to participate on the working group developing a revised and updated edition of the IFLA Guidelines for Legislative Libraries.

The Library remains active in the Association of Parliamentary Libraries of Australasia (APLA), a collaborative network of federal and state parliamentary libraries in Australia, New Zealand and Papua New Guinea. At its 2019 Annual General Meeting (AGM), the Librarian was appointed Secretary of the Association. Plans to host APLA's 2020 Conference and AGM were deferred due to COVID-19. The Library continues to manage the APLA website, and that of the Association of Parliamentary Librarians of the Asia Pacific.

The Library is also a member of the Australian Library and Information Association (ALIA). In 2019–20 the Librarian took part in an ALIA round-table on libraries and the UN Sustainable Development Goals.

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.

Two scholarships were awarded in 2020:

- **Ms Melinda Dodd** a PhD candidate at Flinders University. Melinda's research examined Australian labour schemes and skills development programs directed toward Pacific island nations
- **Ms Annebelle Davis** a PhD candidate in Diplomacy at the Australian National University. Annebelle's research examined the nexus between science and diplomacy in policy making on Antarctica.

As has now become tradition, the Presiding Officers hosted a reception in the Speaker's courtyard for the 2020 summer scholars from the Library and the national cultural institutions.

Parliamentary Library intern programs

The Library continued to offer four-week placements for interns in the Research and Library Collections and Databases Branches. Since 2014, 16 interns have participated in the program in Library Collections and Databases (two in 2019–20), seven of whom are currently employed in the Parliamentary Library following graduation (four ongoing and three in non-ongoing positions).

The Research Branch hosted two interns in 2019–20 under the Australian National Internship Program. Due to the pandemic, internships were suspended in Semester 1 of 2020, but the Library anticipates taking further interns as soon as the programs resume. In addition, the Library 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 2019–20), helping ensure that The Parliament Shop is the 'go to' place for politically themed books.

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

Strengthening our staff capability

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.

As in previous years, the Library delivered a number of in-house training programs including on editing, geospatial mapping techniques and Australia's trade relationships. With unintended prescience—given the summer fires and the pandemic—the Library also hosted a seminar on techniques for maintaining resilience, mental health and wellbeing.

The program of lectures by the editors group were again popular, not just with Library staff but with staff of other parliamentary departments. A highlight this year included the August 2019 presentation by Associate Professor Caroline Jones (from Western Sydney University), Associate Professor Felicity Meakins (University of Queensland) and Mikayla Friday-Shaw, an emerging Ngarinyman leader from Alice Springs, who jointly presented *Curating words, curating worlds: making First Nations dictionaries*. The Parliamentary Librarian was delighted to accept copies of the dictionaries for the Library's collection.

Strategic Workforce Plan

Implementation of the Strategic Workforce Plan continued throughout the year with good progress against all milestones and targets.

The Library's inaugural 'Shiplt Day' was held in September as part of our focus on fostering a culture of innovation. 'Shiplt Days' provide time for staff to step away from their day to day tasks for a day to build camaraderie across teams and think creatively about products, operations and processes and explore ideas and technologies to enhance client services or improve efficiency.

Due to the pandemic, a number of initiatives that were planned for the second half of the year have been deferred, including an inter-departmental mentoring program and training in coaching and advanced client service (now all planned for the second half of 2020).

Working groups

An important element in building branch capability is the use of working groups to address policy issues that span multiple disciplinary areas. These groups include members from across Research Branch and operate to ensure that work is consistent and correct, is allocated in the most efficient way, and expertise is shared (which is particularly important to ensure continuity and support succession planning).

Four such groups operated successfully during the year on: cyber and technology; taxation; editing; and a special purpose COVID-19 group that was crucial to the Library's multi-disciplinary response to the pandemic as detailed above.

It is anticipated that these groups will continue to gain importance as a tool to manage complex, technical and multidisciplinary issues.

Reviews

The Library has a rolling program of internal review of structures and processes to ensure that these continue to be 'fit for purpose' and represent best uses of resources. Two such reviews were completed in 2019–20.

The first looked at the Library's two primary client outreach/support units, the Client Relations and Publishing Unit and the Central Enquiry Point. Both teams work closely together, sharing staff and resources to ensure effective client service. As a result of the review, the Central Enquiry Point was moved structurally from the Library Collections and Databases Branch to the Office of the Parliamentary Librarian to formalise support structures for both teams. (The restructure was cost neutral and did not involve any redundancies.)

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

The Library also undertook a review of its cataloguing and metadata services. The review found the existing in-house delivery of cataloguing and metadata services represented the most cost effective and best overall value method. However, minor changes were made to reporting lines and team structures to improve efficiency.

Unfortunately, though well advanced, a review of the Library's indexing functions was still not able to be completed by the end of the financial year due to changed work arrangements caused by the pandemic. It is on schedule to be completed by the end of the calendar year.

WORKFORCE ISSUES

At 30 June 2020, the Library's workforce comprised 146 staff:

- Office of the Parliamentary Librarian—13 employees (12.2 FTE)
- Library Collections and Databases Branch—50 employees (48.4 FTE)
- Research Branch—83 employees (70.0 FTE)

During 2019–20, the Library workforce:

- decreased from 155 to 146 employees, and in FTE from 138.6 (at 30 June 2019) to 130.6 (at 30 June 2020), 32 (22 per cent) of whom were non-ongoing
- had a median age of 47.5 years (up slightly from 46 years in 2019).

Age profile

At 30 June 2020, 32 per cent of the Library's ongoing employees were aged 55 years and over; a further 25 per cent will move into that age cohort within the next 10 years. The age profile of the Library's ongoing employees remains considerably older than that of the Australian Public Service (APS): the proportion of ongoing employees aged 60 years and over (14 per cent) is almost twice that of the APS (7.5 per cent).⁷

The Library's relatively older age profile has been evident for some years, but is less pronounced than it was just over a decade ago; the proportion of ongoing employees aged 45 years and over fell from 71 per cent in 2009⁸ to 58 per cent in 2020.

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 20 per cent of ongoing APS employees are at the equivalent EL 1.⁹

The proportion of employees at middle management (PEL 2) is the same as the APS average—nine per cent of ongoing employees.¹⁰

Another measure of classification profile is span of control: at June 2020, the Library had 10.2 ongoing employees at lower classifications for each PEL 2, similar to 10.4 for the APS.¹¹

7 Australian Public Service Commission (APSC), APS Statistical Bulletin December 2019, Table 23.

8 Department of Parliamentary Services Annual Report and Financial Statements 2008–09, p. 40.

9 APSC, *op cit.*, Table 23.

10 APSC, *op cit.*, Table 23.

11 APSC, *op cit.*, Table 23.

Employment status

As noted earlier, the Library's non-ongoing workforce at June 2020 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 (10 per cent),¹² reflecting in part the sessional nature of many of our work patterns. The Library continued to maintain its temporary employment register to help support this demand.

Recruitment

During 2019–20, there were 26 new external employees recruited—four were ongoing and the remainder were engaged on a fixed-term or sessional basis.

- Research Branch recruited 11 new employees (three ongoing and eight non-ongoing)
- Library Collections and Databases Branch recruited 10 new employees (all non-ongoing)
- The Office of the Parliamentary Librarian recruited one new employee (ongoing).

Separations

Twenty-nine staff left the Library during 2019–20: 14 were ongoing employees and the remainder were non-ongoing on fixed-term or sessional contracts.

For all staff, the separation rate was 19 per cent, a slight decrease from 21 per cent the previous year, and slightly more than the 17 per cent recorded in the year ending 30 June 2018. For ongoing staff, the separation rate of 12 per cent was somewhat higher than that for the APS (nine per cent during the 2019 calendar year).¹³

¹² Ibid, Table 1.

¹³ Ibid, Tables 1 and 63.

TABLE 21: Separation by organisation unit

Separation method	Branch	Ongoing	Non-ongoing	Total
Age retirement	Research	2	1	3
	Library Collections and Databases	2		2
End of contract or end of temporary transfer from APS	Research		5	5
	Library Collections and Databases		5	5
Promotion or transfer to APS or Parliamentary Service	Research	2	1	3
	Office of the Parliamentary Librarian	1		1
Resignation	Research	6	2	8
	Library Collections and Databases		1	1
Voluntary retrenchment	Library Collections and Databases	1		1

PERFORMANCE REPORT

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

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

Progress in key projects identified in the Library's Business Plan 2019–20 was the subject of discussion in the previous section. The Performance Report focuses on analysis of the Library's achievement against service standards set out in that same document.

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.

Methodology

Key priorities and key performance indicators for the Parliamentary Library are approved each year by the Presiding Officers as part of the Library's Annual Resource Agreement. The KPIs in each Resource Agreement set out the outcomes and key deliverables for that year and 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 databases
- number of new titles added to the catalogue
- percentage of the collection available online, and
- use of the Library's collections and databases and the iSentia Mediportal.

The Library uses the RefTracker Information Request Management System to manage client requests and other client related work. This provides a rich array of client related data, including number of requests, usage, and timeliness. Satisfaction data is derived primarily from a formal evaluation of the Library's services conducted once in every Parliament, the most recent being undertaken in 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 APH 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 Integrated Library System provide information regarding the percentage of titles in the Library's collection available online in full-text. Statistics on the use of the Library's collections and databases is formulated from Integrated Library System reports, Splunk data and vendor provided usage statistics.

Crosscutting performance measures

Service usage and client satisfaction

TABLE 22: Service usage and client satisfaction measures

Measure	Performance			
	2016–17	2017–18	2018–19	2019–20
Percentage of primary clients using the service Target: 100%	100%	100%	100%	100%
High level of client satisfaction Target: 95%	93% ¹	94% ²	94% ²	94% ²
Number of complaints from clients remains low	1	3	0	0

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

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

During 2019–20, all of the Library’s primary clients (parliamentarians and their staff, including ministers) used the Library’s services at least once, the great majority being repeat users. This reflects the success of the intensive outreach program undertaken in the early months of the new Parliament.

As noted above, a formal evaluation of the Library’s services is commissioned each Parliament. The 2017 client service evaluation found the general response to the Library, both its staff and its services, was ‘extremely positive’.¹⁴ Satisfaction among parliamentarians and their staff was high at 94 per cent (though slightly below the target of 95 per cent), and the likelihood of recommending the Library even higher at 99 per cent. The percentage who were extremely satisfied increased by five per cent to 50 per cent compared to the 2015 evaluation. Six per cent were neither satisfied nor dissatisfied; and, importantly, only one per cent indicated they were dissatisfied 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.

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

The Library received no complaints in 2019–20.

The approach to market for the evaluation of Library services for the 46th Parliament was deferred until July 2020 due to COVID-19 related restrictions.

¹⁴ As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation 2017*, p.4.

Client outreach, training and seminars

TABLE 23: Client outreach, training and seminars

Deliverable	Measure	Performance			
		2016–17	2017–18	2018–19	2019–20
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues Seminars) Target: 500	1,101	803	688	966

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. Contact officers acted as ambassadors for the Library for all new senators and members taking their seats in the 46th Parliament, including by casual vacancy, meeting the Library’s 100 per cent target.

Training and orientations were also offered to all staff commencing work in new and returning parliamentarians’ offices.

During sitting weeks, the Library supplemented its regular one-on-one training with other training programs including ‘drop in’ sessions in the Senators and Members Reading Room. These sessions provided an opportunity for Library clients to learn about Library services and see products and services in action. Between July 2019 and March 2020, nine sessions were offered—on news services, election data, e-books, and mapping.

Library staff also participated in a ‘pop-up shop’ for new parliamentarians in July 2019.

The Library continued its program of electorate office visits, reaching 35 offices in New South Wales, Queensland, South Australia and the Northern Territory between July 2019 and March 2020.

The Library also continued its program of consultation and outreach to parliamentary committees.

The Library refreshed its program of lectures and seminars, significantly increasing the number of events in sitting weeks to enable parliamentarians and their staff the opportunity to hear, first hand, expert opinion on a broader range of topics. The following lectures and roundtables were offered in 2019–20:

- *Future directions for the Australian Public Service—Parliamentary Library Roundtable Talk and Discussion*, Professor Andrew Podger and Dr Gordon de Brouwer
- *The Australian labour market—unpacking the ABS statistics*, Bjorn Jarvis, Australian Bureau of Statistics
- *Colonial frontier massacres*, Professor Lyndall Ryan, University of Newcastle

-
- *One year until the next presidential inauguration: What to expect from America in 2020*, Kim Hoggard and Dr David Smith, United States Studies Centre and University of Sydney
 - *The prerogative, the courts and article 9 of the Bill of Rights*, Professor Anne Twomey, University of Sydney
 - *Nuclear power overview—Parliamentary Library Roundtable Talk and Discussion*, Professor Ken Baldwin and Professor Andrew Stuchbery, Australian National University
 - *Why Politics? Ambition and Ideals in Alfred Deakin’s shifting political vocation*, Emeritus Professor Judith Brett, Latrobe University
 - *Challenges for trust, fairness and regulators in an AI and algorithm-driven economy*, Peter Leonard, Professor of Practice at UNSW Business School
 - *Political marketing and democracy*, Associate Professor Jennifer Lees-Marshment, University of Auckland
 - *Puzzles of a Prime Minister—Alfred Deakin revealed*, Dr David Headon
 - *So much more than a Prime Minister—Andrew Fisher*, Dr David Headon
 - *Declining trust in politics: what can be done about it?*, Professor Ian McAllister and Professor Patrick Dumont, Australian National University
 - *Protecting and nurturing the role of the APS in serving the Government, the Parliament and the Australian Public: reflections on the APS Review*, Professor Andrew Podger, Australian National University
 - *Australia’s press freedom: how do we compare against international standards?*, Dr Julie Posetti, Reuters Institute for the Study of Journalism, University of Oxford
 - *Productivity—the main driver of living standards*, Ralph Latimore and Ben Dolman, Australian Government Productivity Commission
 - *Right wing extremism*, Dr Geoff Dean, Adjunct Professor Griffith University
 - *First contact: Cook and the Indigenous experience*, Professor John Maynard, University of Newcastle, and
 - *Bushfires—Parliamentary Library Roundtable Talk and Discussion*, Dr Kevin Tolhurst, University of Melbourne.

Most lectures are available for download from the APH website.

Research services

The services contributing to this program are as follows:

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

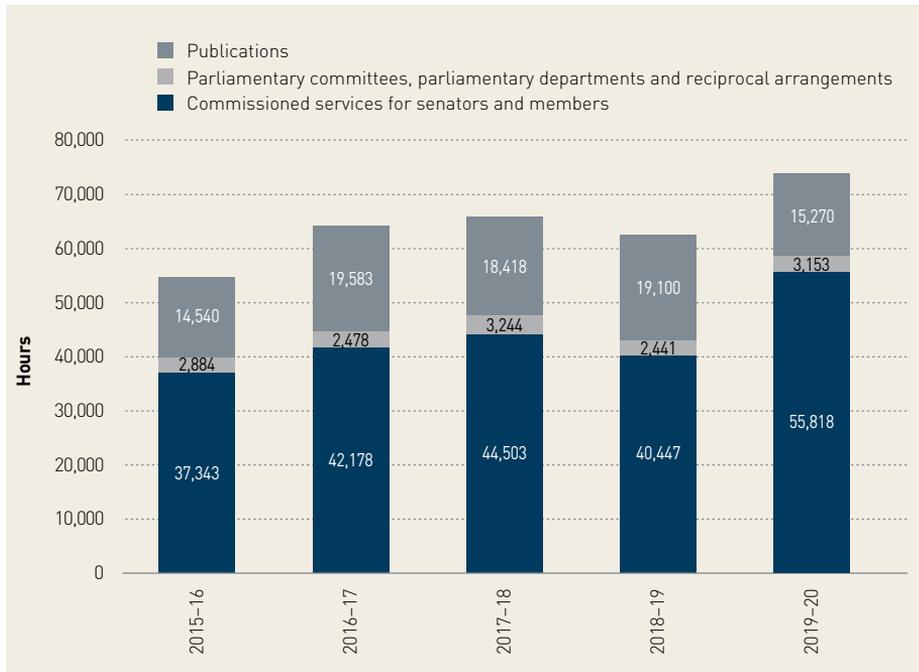
TABLE 24: Research services—deliverables

Deliverable	Measure	2016–17	2017–18	2018–19	2019–20
Individual client requests	Number of individual client requests completed Target: 11,000	11,681 ¹	11,656 ¹	10,299 ¹	11,472
	Client service delivered to timeliness service standard Target: 95%	97.9% ²	99.33% ²	99.71% ²	99.89%
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the Parliamentary Handbook, through ParlInfo and the internet Target: 5.4m	6.4m	7.2m	7.9m	9.0m
Publications	Number of publications produced Target: 260	280	295	385	302

1. Target 13,000.

2. Target 90%.

FIGURE 18: Distribution of client service hours by service type 2019–20



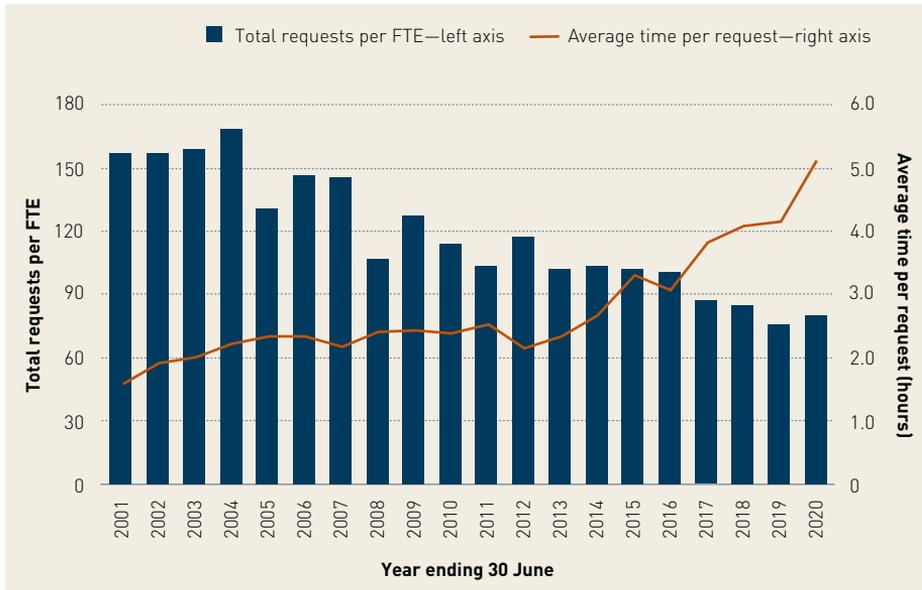
Client requests

The KPI for individual client requests describes the number of requests completed in a particular financial year—not the number received—with jobs-in-progress remaining in the system at 30 June. Complex, 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 11,472 individual client requests in 2019–20, exceeding its target of 11,000, and significantly exceeding the number dealt with in the previous financial year. Client demand was very high in the first months of the new Parliament and remained relatively steady throughout the final four months of the financial year.

The Library also met its timeliness target for commissioned research, with some 99 per cent of client requests answered within the agreed time-frame (target: 95%). However, this outcome can mask the level of unmet demand. Due dates are subject to negotiation with and agreement from individual clients, and the outcome reflects the percentage of client requests completed in accordance with this deadline. It does not reflect circumstances where commencement may be delayed or scope varied due to internal capacity constraints. This was particularly the case in the last quarter of the year with recruitment paused and little use of staff on casual intermittent contracts due to the rapid transition to remote work arrangements across the Library.

FIGURE 19: Client requests—relative indicators



2019–20 saw the continuation of the trend towards increasingly complex client requests. 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 2019–20 was 5.1 hours, compared to 4.2 the previous financial year, and a considerable increase from the 2000–01 figure of 1.6 hours. The unusually sharp increase in 2019–20 is likely a product of the unique circumstances of the year, including the challenges of providing client advice and briefings on policy and legislative issues relating to the rapidly evolving pandemic.

The Library will continue to monitor usage closely and consult with clients to ensure services are appropriately targeted.

Publications

In meeting the need to provide high quality information, analysis and advice to parliamentarians, the Library produces information and advice for individual clients on an ‘in confidence’ basis. It also produces publications for broader distribution in areas where there is strong client interest and demand, or where such demand is anticipated.

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

In 2019–20, the Library issued 302 new or revised research publications. Hours spent on publications decreased when compared to the previous financial year (15,270 compared to 19,100 in 2018–19), reflecting the increased number of client requests completed.

Between March and June 30, the Library revised its publication schedule to focus primarily on the pandemic, releasing 24 publications on COVID-19 related issues in this period. The Library also created a website drawing together the Library's resources and pandemic related research undertaken by other legislative research bodies.

The online use of Parliamentary Library publications jumped to 9 million, an increase of some 13 per cent from the 7.9 million recorded the previous year (the target remained constant at 5.4 million).

Bills Digests

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

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

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

In 2019–20 the Library published 109 Bills Digests, as compared to 80 in 2018–19 (an election year) and 133 in 2017–18. The outcome reflects in part the reduction in sitting weeks in 2019–20 due to COVID-19. Digests were not produced for 56 Government Bills. As in previous years, the Library is not able to produce Digests for Bills which pass rapidly through both chambers. This was the case with the package of Bills responding to COVID-19, most of which passed the houses on the day of their introduction. FlagPost blog posts were published on nine of these Bills.

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

TABLE 25: Research services—price indicators

Deliverable	Measure	Performance			
		2016–17	2017–18	2018–19	2019–20
Cost of research services	Average cost per individual client request	\$556.39	\$562.03	\$598.41	\$665.00
	Average direct cost per self-service client request (staff time only)	\$0.16	\$0.12	\$0.12	\$0.09

Library Collections and Databases

The services contributing to this program include:

- the Library collection—development of the collection to meet users’ needs and provision of access through the catalogue, discovery service Summon 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 self-help services.

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

TABLE 26: Information access services—deliverables

Deliverable	Measure	2016–17	2017–18	2018–19	2019–20
Client usage of news services	Senators' and members' offices using the iSentia Mediaportal Target: 90%	96%	99%	99%	99% ¹
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo databases Target: 150,000	168,788	175,249	189,766	178,555
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue Target: 5,000	6,575	6,378	5,756	5,740
	Percentage of titles (books and serials) in Library's collection available to clients online in full-text Target: 48%	42.2% ²	45.5% ³	46.2% ⁴	49.6%
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	3.81m	3.95m	4.34m	4.07m

Deliverable	Measure				
		2016-17	2017-18	2018-19	2019-20
Timeliness	Number of urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard Target: 100%	100%	100%	100%	100%
	New items added to the Library's Electronic Media Monitoring Service and the ParInfo newspaper clippings database within timeliness service standard Target: 95%	94.4%	99.07%	95.8%	96.88%

1. Previous annual reports have included reporting on the use of social media monitoring. However, in December 2018, iSentia retired its discrete social media monitoring product (BuzzNumbers). The service was rolled into the iSentia Mediaportal enabling consolidated access through a single interface.
2. Target 42%.
3. Target 44%.
4. Target 46%.

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 5740.

The percentage of titles available online (full-text) increased from 46.2 per cent to 49.6 per cent, exceeding the year’s increased target of 48 per cent.

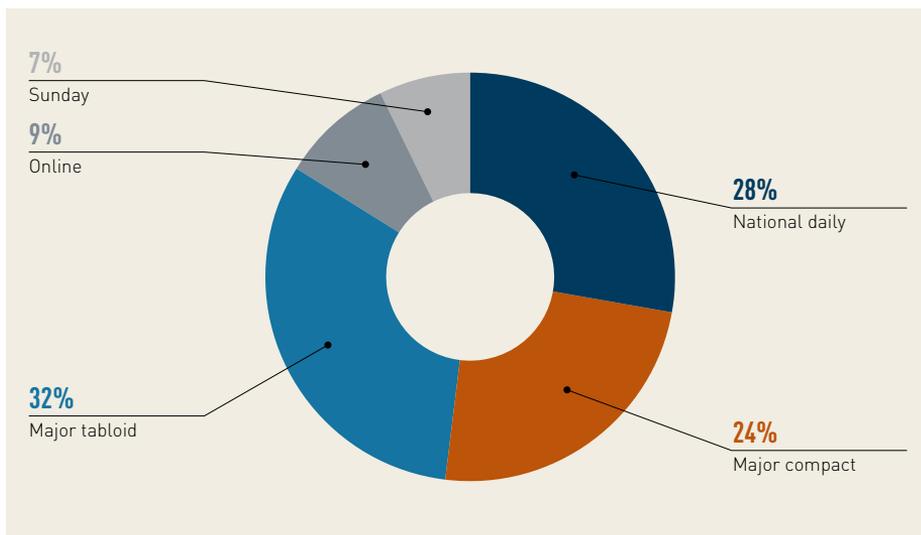
The Library continues to pursue a ‘digital first’ policy for its acquisitions. A little over 90 per cent of titles in the serials collection, and 31 per cent of monograph titles are available in full text online, and—in 2019–20—around 80 per cent of the collection budget was spent on digital resources.

Material added to the Library’s databases

The Library publishes newspaper clippings in ParlInfo Search, and produces senators’ and members’ news clips of the day by 7.30 am every morning, seven days a week.

In the reporting period, the Library added 178,555 items to its media and other databases, exceeding its target of 150,000. This included the selection and indexing of approximately 9,770 newspaper clippings a month, generally consistent with previous years’ figures (an average of 10,070 a month in 2018–19, an election year when numbers typically increase, and 9,231 a month in 2017–18). Of all the Library databases that are indexed for ParlInfo Search, the newspaper clippings accounted for 97 per cent of the indexed content.

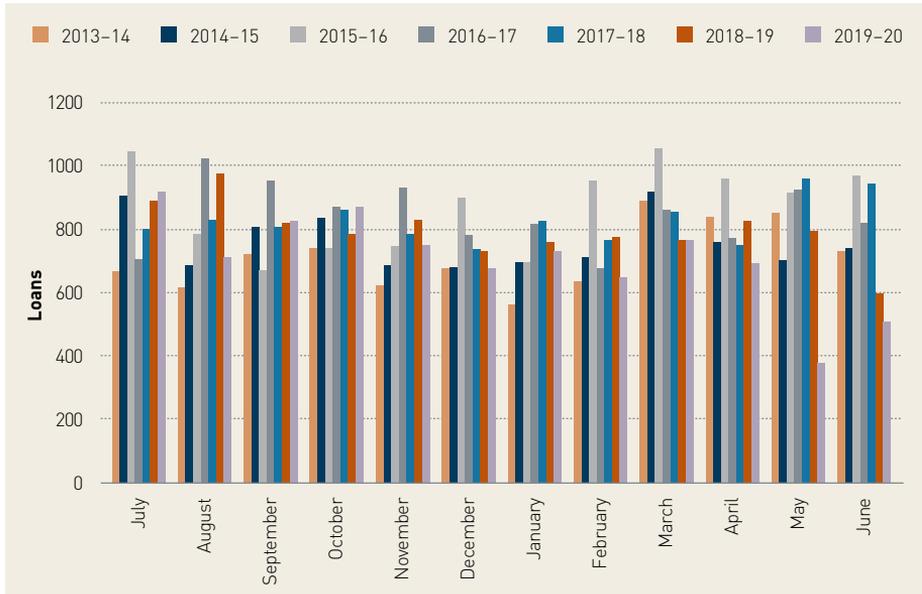
FIGURE 20: Newspaper clips added to ParlInfo Search by type 2019–20



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 4.07 million uses being reported. The increase since 2017–18 reflects the expansion of digital newspapers and clients accessing these through the Library.

FIGURE 21: Use of the print collection



Use of the print collection decreased with a total of 8,470 loans during 2019–20 compared to 9,557 in 2018–19. The decrease is unsurprising given the transition to remote work arrangements for clients and staff alike in the last quarter of the year; however, as the chart shows, clients still requested print material during this period.

Ebooks comprised 14.6 per cent of all loans. Though still quite low when compared to usage of the print collection, ebook usage increased slightly during 2018–19, with 1,433 loans processed (compared to 1,244 in 2018–19 and 1,100 in 2017–18). This metric does not currently capture the use of digitised books. This will form part of the review of our data collection methodology in 2020–21.

Cataloguing

The key performance indicator for 'urgent new titles (books and serials)' added to the Library's catalogue within the '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 of its timeliness targets 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 5,740 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 98 per cent of material being added within this time-frame. This is a considerable achievement given the circumstances of the final quarter of the financial year.

News services

The Parliamentary Library provides a comprehensive suite of news services for clients, and is proactive in its endeavours to enhance these services within the available budget. These services are well used by parliamentarians and their staff.

This includes the iSentia Mediportal which provides parliamentarians and their staff with access to a wide variety of metropolitan and regional press and broadcast news media. As of 30 June 2020, 99 per cent of clients have a logon to this service (target 90 per cent).

In 2019–20, the Library spent \$0.761 million on news services. This included online news services, the iSentia Mediportal, other news databases and hard copy newspapers located at the CEP and in the Newspaper Reading Room.

The news services' KPI in Table 26 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 96.88 per cent against a target of 95 per cent.

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

TABLE 27: Information access services—price indicators

Deliverable	Measure	Performance			
		2016–17	2017–18	2018–19	2019–20
Cost of information services	Average cost per item added to the Library's collection	\$152.91	\$162.93	\$137.54	\$145.01
	Average cost per item added to the Library's databases	\$17.85	\$14.62	\$16.34	\$12.10
	Average cost per use of the Library's databases and collection	\$1.85	\$1.59	\$1.56	\$1.50

FINANCIAL REPORT

Budget (Resource Agreement)

TABLE 28: Budget (Resource Agreement)

Resource Agreement 2019–20	\$
Operational funding¹	16,132,831
Capital funding	3,617,000
Total	19,749,831

1. Operational funding represents budget for operational expenditure (\$16,142,431) offset by revenue from inter-library loans (\$9,600).

TABLE 29: Expenditure against budget (Resource Agreement)

	2019–20 Budget (\$)	2019–20 Actual (\$)
Expenditure—Operating funding		
Employee (including entitlements)		
Parliamentary Librarian ¹	1,160,828	1,469,395
Research Branch	9,468,528	9,214,791
Library Collections and Databases Branch ¹	2,853,053	2,385,482
Total Employee	13,482,409	13,069,668
Collection (information resources)	2,147,851	2,175,515
Other expenses	512,171	444,887
Total operational expenditure	16,142,431	15,690,070
Total Expenditure—Capital	3,617,000	3,642,651
Summary by organisational unit (operational + capital)		
Parliamentary Librarian	1,237,533	1,534,315
Research Branch	9,855,094	9,389,012
Library Collections and Databases Branch	8,657,204	8,400,767
Total expenditure including capital funding	19,749,831	19,324,094

1. The Central Enquiry Unit transferred from Library Collections and Databases Branch to the Office of the Parliamentary Librarian in November 2019.

TABLE 30: Revenue

	2019–20	2019–20
	Budget (\$)	Actual (\$)
Revenue (Inter-Library Loans)	-9,600	-8,627

Capital expenditure against budget (Resource Agreement)

TABLE 31: Capital Expenditure against budget (Resource Agreement)

DPS Capital Budget allocation by project	2019–20	2019–20
	Budget (\$)	Actual (\$)
Collection	400,000	498,555
Capitalised salaries—acquisition management	630,000	691,003
Other capital—Parliamentary Handbook database and handbook	70,000	29,462
Small Library systems	290,000	183,682
Wadsworth on the Web	238,000	174,761
Digitisation capitalised salaries	750,000	705,467
Library Databases new clips	134,000	194,258
Library databases capitalised salaries	885,000	1,008,395
EMMS data remediation	95,000	13,588
Integrated Library System project	125,000	143,480
Total	3,617,000	3,642,651





GOVERNANCE

5

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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 PS Act states that the 'Parliamentary Service serves the Parliament by providing professional support, advice and facilities to each House of the Parliament, parliamentary committees, and senators and members of the House of Representatives, independently of the Executive Government of the Commonwealth'.

The Secretary is the principal adviser to the Presiding Officers on matters relating to 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:

- 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 the DPS financial and human resource delegations. The Secretary has also 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'.¹ 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.

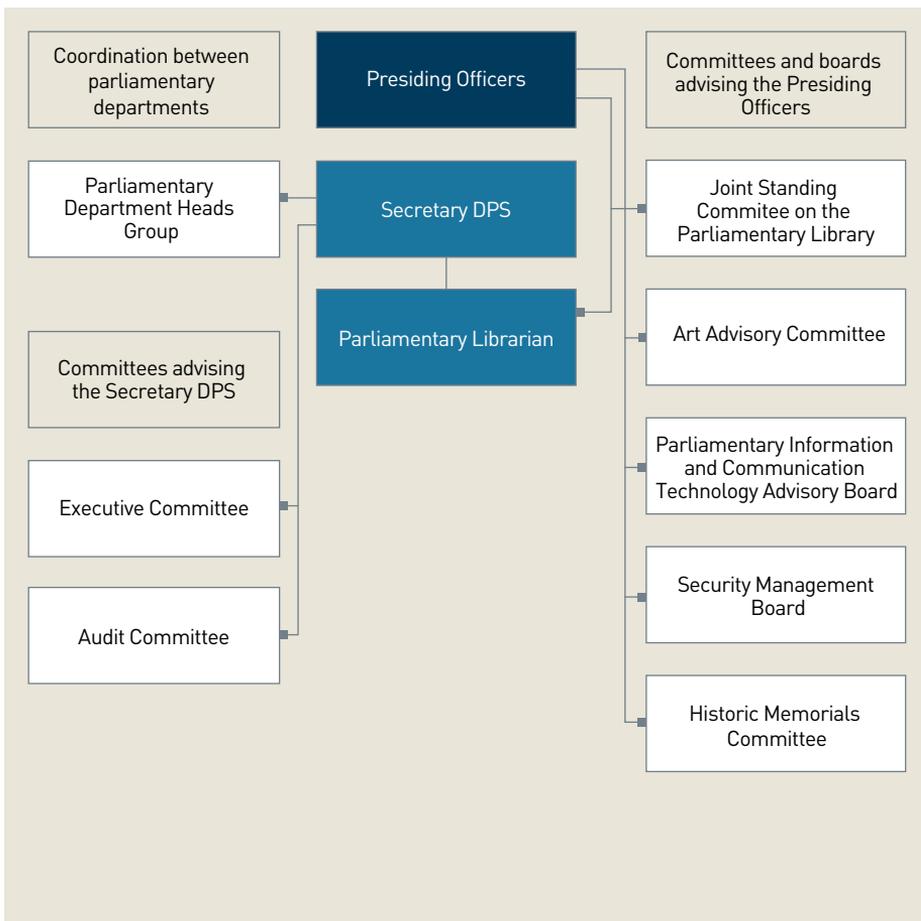
Our governance structure for the reporting period is set out in Figure 22. It contains two streams: committees and boards advising the Presiding Officers, and committees and meetings advising the Secretary.

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

TABLE 32: 17AE (1)(aa) (i)–(iii)—accountable authority

Details of accountable authority during the reporting period current report period (2019–20)

Period as the accountable authority or member			
Name	Position title/ Position held	Date of commencement	Date of cessation
Rob Stefanic	Secretary DPS	December 2015	

FIGURE 22: DPS governance structure

Committees advising the Presiding Officers

The following information shows committee membership at 30 June 2020 and activity for the year.

Security Management Board

The board was established in 2005 under section 65A of the PS Act. It provides specialist security advice and support to the Presiding Officers on security policy, and on managing 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, Department of Finance, and the Attorney-General's Department.

The board met four times during 2019–20.

Joint Standing Committee on the Parliamentary Library

Details on this committee can be found in the Parliamentary Library overview on page 86.

Parliamentary Information and Communication Technology Advisory Board (PICTAB)

This board provides advice and guidance on delivering the *Australian Parliament Digital Strategy 2019–2022*.

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 2019–20 include:

- overseeing the *Australian Parliament Digital Strategy 2019–2022*, including the impact of COVID-19
- the roll-out of Microsoft Office 365 as a cloud platform for the business of the parliament
- cyber security, and
- parliamentary business ICT resources.

The board met four times in 2019–20.

Art Advisory Committee

The committee's terms of reference are to:

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

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

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

Matters considered in 2019–20 included:

- the purchase of 20 artworks, and
- consideration of a number of gifts offered to the collection.

The committee met once during 2019–20.

Historic Memorials Committee

This committee was established by Prime Minister Andrew Fisher in 1911. It commissions official portraits of the Head of State, Governors-General, Prime Ministers, Presidents of the Senate and Speakers of the House of Representatives. The committee can also commission portraits of significant parliamentarians, as well as paintings of significant events in the Parliament's history.

Chair: Prime Minister

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

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

In 2019–20 the committee conducted all business by 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 managing these responsibilities by the DPS Executive Committee and the DPS Audit Committee.

Executive Committee

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

Chair: Secretary DPS

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

The Executive Committee meets fortnightly.

DPS Audit 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 Audit Committee Charter is available on the DPS website.

The committee has five members: three independent members and two management-appointed DPS officials.

Richard Windeyer's term (independent member) ended in August 2019. To meet the majority independent membership requirements of the PGPA Rule, Jo Schumann (independent member) was appointed to the Audit Committee on 3 September 2019.

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

TABLE 33: DPS Audit Committee attendance

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended / total number of meetings	Total annual remuneration
<p>Mr Michael Harris, Independent Chair</p>	<p>Michael Harris is a Fellow of CPA Australia and, until his retirement in 2000, was an Information Technology (IT) Audit Partner at Ernst & Young, Canberra. Michael has extensive experience across the IT, audit and risk management environments.</p> <p>During his 40 year career, he held senior management positions in both the public and private sector. This includes 20 years' in the public sector with agencies such as the Australian National Audit Office and Department of Finance.</p> <p>Since his retirement Michael has been an independent member of numerous ACT and Commonwealth government agency audit committees, and commenced as Chair of the Department's Audit Committee on 9 July 2013. He was reappointed in July 2018.</p> <p>Michael has an Accounting Certificate from the Canberra Technical College.</p>	4/4	\$12,200

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended / total number of meetings	Total annual remuneration
Mr Allan Gaukroger, Independent Deputy Chair	<p>Allan Gaukroger has over 40 years of private and public sector experience in senior financial, audit and general management positions. This includes 11 years as chief financial officer in the Australian Public Service, four years as chief audit executive with the Department of Human Services (now SA) and eight years as regional manager with NRMA Ltd.</p> <p>Allan has in-depth knowledge of financial management, audit, risk and business management, as well as strong communication skills and a high degree of IT literacy.</p> <p>Allan has a Bachelor of Arts (Major in Accounting) and is a Fellow of CPA Australia (FCPA).</p>	4/4	\$8,000

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended / total number of meetings	Total annual remuneration
Ms Jo Schumann, Independent Member	<p>Jo Schumann has extensive experience in the public sector having worked in both the ACT and Commonwealth government, and for the Canadian government. During her 30 year career, she held senior executive positions responsible for corporate services at the Department of Veterans' Affairs (1998–2009), the Australian Competition and Consumer Commission (2010–2015), and Murray Darling Basin Authority (2015–2017).</p> <p>Jo's experience encompasses a broad range of areas including risk management, governance and assurance, finance, human resources, information technology, media and communications.</p> <p>She holds a number of Board Chair and non-executive positions in the government and community sectors, and is currently the independent Chair of the Climate Change Authority Audit Committee and chairs the Infrastructure Project Finance Agency Audit Committee.</p> <p>Since 2017, Jo has run her own business as a qualified coach and mentor, providing services to senior executives within the public sector. She also volunteers as a mentor for young juvenile justice offenders.</p> <p>Jo has a Masters of Arts (Urban Geography), is a graduate of the Australian Institute of Company Directors, and holds accreditations in executive coaching and emotional intelligence assessment.</p>	3/3	\$2,970

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended / total number of meetings	Total annual remuneration
<p>Mr Richard Windeyer, Independent Member</p>	<p>Richard Windeyer is a Deputy Secretary in the Department of Infrastructure, Transport, Regional Development and Communications (previously Department of Communications). He has worked in the Australian public service for 20 years in various roles, with much of his career in the Communications portfolio.</p> <p>Richard has extensive experience and strong capabilities in strategic operations and project management. In his current role, Richard's group is responsible for broadband and telecommunications industry, infrastructure investment and consumer policy, radio-communications policy, as well as oversight of the Government's interests in Australia Post and the National Broadband Network. His group is also responsible for policy and regulatory advice around public interest communications issues relating to provision of emergency calls, access to communications services by people with disability, and communications network resilience.</p> <p>Before his current role, Richard worked as a chief of staff for two Australian ministers for Communications.</p> <p>Richard has a Bachelor of Arts (Hons).</p>	<p>1/1</p>	<p>\$0</p>

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended / total number of meetings	Total annual remuneration
Mr Constantinos Sfyris, DPS Official	<p>Con Sfyris is Assistant Secretary of the Digital Customer Services Branch at the DPS, and commenced as a member of the department's Audit Committee on 6 May 2019.</p> <p>Con has worked in a variety of ICT and Information Services leadership roles for over 20 years and joined the DPS in 2013. He previously worked in state health and public transport sectors with a focus on governance, IT operations and service delivery.</p> <p>Con holds a Bachelor of Science in Computer Science.</p>	2/4*	\$0
Ms Leanne Tunningley, DPS Official	<p>Leanne Tunningley is Assistant Secretary of Security Branch at DPS. She has extensive experience spanning over 18 years, including in security management, governance and finance, and 10 years' in the public sector working in law enforcement. She has been with DPS for two years. Before joining the public sector, Leanne was an audit and assurance manager at KPMG (2002–2008). Leanne is a Chartered Accountant (Australia and New Zealand) and holds a Bachelor of Economics, Bachelor of Commerce, is a Graduate of the Australian Institute of Company Directors and Member of the Institute of Chartered Accountants (Australia and New Zealand).</p>	2/4*	\$0

*Apologies were received from absent members

Coordination between Parliamentary Departments

Parliamentary Department Heads

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

The forum reflects a commitment by the parliamentary departments to work together for 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 2019–20.

Our internal audit arrangements

Primary responsibility for departmental internal audit functions rests with the Head of Internal Audit (HIA), the Assistant Secretary, Corporate Operations Branch. The HIA provides 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, which is endorsed by the DPS Audit Committee and approved by the Secretary. The annual internal audit program assists the department in managing operational or financial risks and provides assurance on whether key projects, systems and governance structures operate as intended. Implementation of recommendations from the internal audit program is reported regularly to the Executive Committee and the DPS Audit Committee. The internal audit work plan is reviewed for relevance by the DPS Audit Committee at the mid-year point, and any subsequent amendments are recommended to the Secretary for approval. The HIA also liaises with the ANAO as the external auditor.

Under its outsourced service delivery model, DPS has engaged KPMG to provide internal audit services. During 2019–20 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.

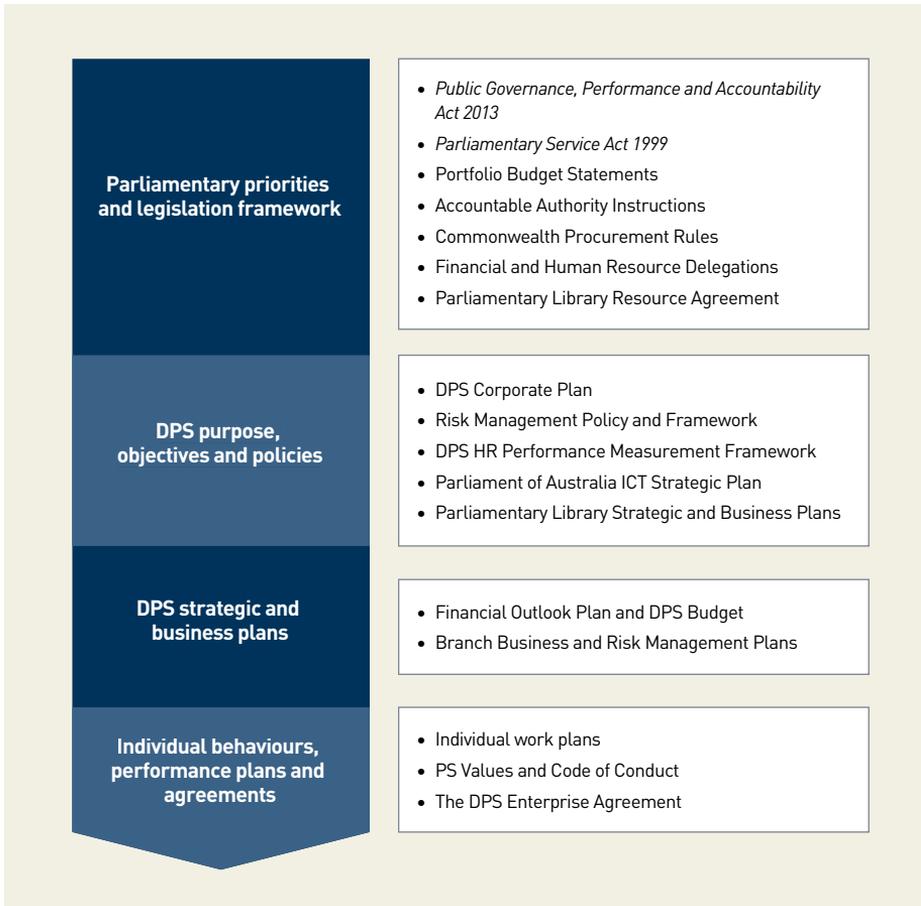
In accordance with the PGPA Act, DPS develops a corporate plan outlining our purpose and providing clear direction on how we intend to achieve it.

The 2019–20 Corporate Plan is based on the commitments DPS made in the Portfolio Budget Statements (PBS) for 2019–20, including the outcome statement, objectives and deliverables. Performance criteria, performance measures and targets enable DPS to gauge how effectively it has delivered on its purpose.

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

DPS has developed a 2020–21 Corporate Plan to guide our work for the coming financial year.

FIGURE 23: DPS framework overview



How to manage risks

Work continued in 2019–20 to develop and improve the DPS risk management capability. This included:

- embedding a risk management strategy to inform staff of their risk management obligations, and
- outlining a program of work for 2019–20 to embed risk management across the department. Activities focused on:
 - developing a positive risk management culture
 - improving communication and consultation about risk, and
 - improving risk management capability.

FIGURE 24: DPS risk management framework



Strategic risks and risk appetite

The strategic risks and risk appetite statement are reviewed annually as part of the risk management framework review. During the reporting period a new risk appetite statement and strategic risk profile were developed for the department. 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 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
- build further risk management capability within DPS.

Business Continuity Management

Throughout 2019–20 DPS implemented a Business Continuity Management Framework, including:

- updating the Business Continuity Management Policy and Framework, in line with the operating environment of the DPS
- facilitating exercises, including desktop exercises in conjunction with other parliamentary departments, and
- continuing to develop individual business recovery procedures and other associated documents.

In 2020–21 DPS will progress the work plan developed as part of the Business Continuity Management Framework and continue engagement with other parliamentary departments and stakeholders.

Fraud prevention

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 three 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 2020, 98 per cent of DPS staff had completed this training.

In 2019–20 DPS undertook a number of activities related to fraud control, including reviewing fraud risks, undertaking fraud risk assessments and updating the DPS Fraud and Corruption Control Framework.

No fraud investigations were undertaken in 2019–20. Three potential fraud incidents were reported to the fraud control officer. In one report the allegation was substantiated and the matter was treated administratively. For the remaining two 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 PS Act.

All alleged breaches of the Code of Conduct are taken seriously and managed in accordance with the Parliamentary Service Code of Conduct contained in section 13 of the *Parliamentary Service Act 1999*. In 2019–20 seven employees were found to have breached 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 provides readily accessible information to staff on the PID Act, including links to information provided by the Commonwealth Ombudsman.

In 2019–20 four DPS authorised officers were approved to handle public interest disclosures.

Statement of significant non-compliance with the finance law

In 2019–20 DPS did not report any significant issues to the Presiding Officers under paragraph 19(1)(e) of the PGPA Act that related to non-compliance with the finance law in relation to DPS.

TABLE 34: Statement of significant non-compliance with the finance law

Description of non-compliance	Remedial Action
NIL	N/A

EXTERNAL SCRUTINY

DPS operations are subject to scrutiny by a range of bodies, 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 2019–20.

Reports by the Australian National Audit Office

In 2019–20 the ANAO tabled two reports in parliament in relation to financial statement audits involving the department:

- Report No. 20, 2019–20 *Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2019*, tabled 17 December 2019, and
- Report No. 38, 2019–20 *Interim Report on Key Financial Controls of Major Entities*, tabled 28 May 2020.

During 2019–20 the ANAO did not conduct any performance audits of DPS operations.

Parliamentary Committees

Senate Finance and Public Administration Legislation Committee

DPS appeared before Senate Finance and Public Administration Legislation Committee Estimates hearings on 21 October 2019, 14 November 2019 and 2 March 2020. During 2019–20 the department responded to 196 formal Questions on Notice containing 657 identifiable questions.

Joint Standing Committee on the Parliamentary Library

The Joint Standing Committee on the Parliamentary Library (JSCPL) met four times in 2019–20 to consider matters relating to the Parliamentary Library. Further information on the JSCPL can be found in Part 4 of this report.

Judicial decisions, decisions of Administrative Tribunals

During 2019–20 there were no judicial or administrative tribunal decisions relating to DPS.

Freedom of Information

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 2019–20 there were no applications for review made to the Office of the Merit Protection Commissioner.

Fair Work Ombudsman

In 2019–20 there were no matters referred to the Fair Work Ombudsman for review.

Fair Work Commission

During 2019–20 there were three applications lodged by current or former DPS employees in the Fair Work Commission for review. None of these applications resulted in significant developments for DPS.

OUR PEOPLE

During 2019–20 DPS engaged in a strategic workforce planning process to determine the department's future workforce and capability requirements. Context for the planning included:

- the service needs of parliamentarians, building occupants and visitors, and how these may be likely to change
- the internal departmental operating environment which includes an analysis of organisational and workforce risks, workforce supply and demand projections, and future capability requirements
- external labour force analysis, given the broad range of trades and professions required to support a functioning Australian Parliament and the operations of Parliament House, and
- the continued focus on organisational transformation driven by a commitment to service excellence and innovation.

The senior leadership teams from each division and branch participated in the process to achieve a whole-of-organisation view and to identify the specific future workforce needs associated with the diversity of the department's specialist functions and operations.

A key output of the planning process was developing a *Core Capability Framework—Creating a Culture of Service Excellence and Innovation*. The capability framework is built around five themes:

- responding to the needs of Parliament
- leading in a dynamic service environment
- enabling service delivery
- engaging with the parliament, our colleagues and the community, and
- personal brand.

Core capabilities complement technical and professional skills. Building these for all DPS staff will be central to sustaining high levels of performance, service excellence, a positive workplace culture and preparing our staff for change, innovation and uncertainty. DPS will embed this framework into job design, recruitment, performance management and career development.

The planning process also revealed that DPS faces a challenging operating outlook with increased complexity and diversity of stakeholder needs and expectations. This will require:

- ongoing application of sound judgement in decision making, and
- adapting to new and innovative ways of engaging and communicating with staff and stakeholders.

The ongoing use of existing and emerging digital technologies will drive shifts in cyber security risk, and the department will need to develop digital service delivery capabilities.

DPS workforce performance

At 30 June 2020, DPS² employed 1,031 staff (including staff on leave, secondment and inoperative staff), all based in Canberra. The DPS workforce comprised 856 ongoing employees (83 per cent) and 175 non-ongoing employees (17 per cent). Of the 175 non-ongoing employees, 101 are engaged for a 'specified term or a specified task' and 74 are engaged in 'irregular or intermittent' (casual) duties, as shown in Figure 25.

The number of ongoing employees rose by 23 this year, representing a three per cent increase in the ongoing workforce since 30 June 2019. In contrast the number of non-ongoing employees dropped by 33 representing a three per cent decrease in the same period.

The DPS workforce comprised the following full-time, part-time, sessional and casual work arrangements:

- 84 per cent full-time
- six per cent part-time
- three per cent sessional, and
- seven per cent casual (see Figure 26).

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.

2 The workforce statistics contained in the following tables are based on information from the DPS payroll system as at 30 June 2020. The workforce report data was extracted on 8 July 2020. Workforce figures provided apply to the 2019–20 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.

FIGURE 25: DPS workforce composition—30 June 2020

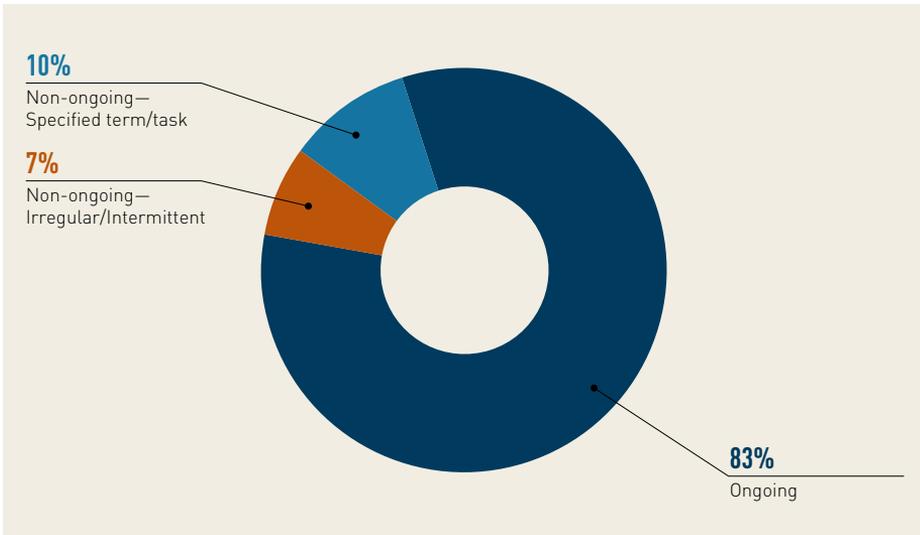


FIGURE 26: DPS employee working arrangements—30 June 2020

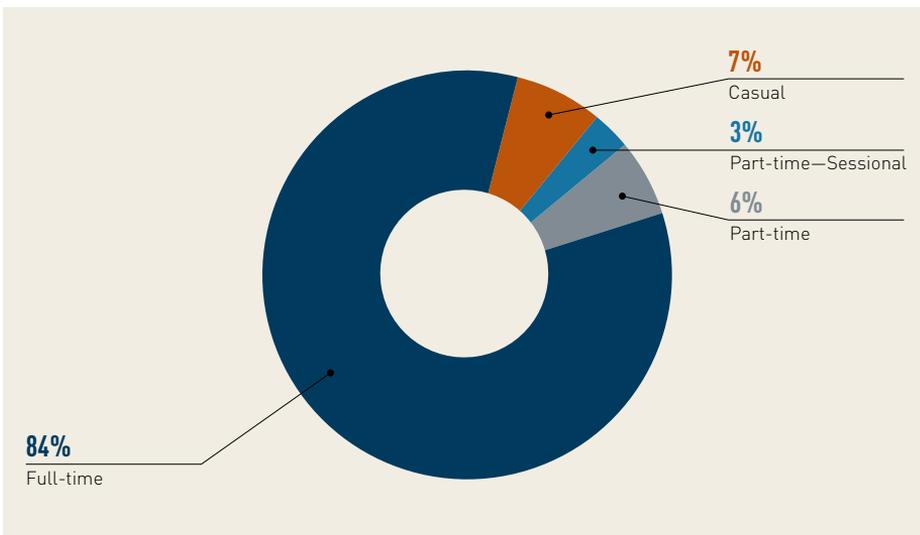


TABLE 35: Employment performance 2018–19 and 2019–20

Indicator	2018–19	2019–20
Total number of staff employed (headcount)	1,041	1,031
Total number of staff employed (headcount excluding casuals)	952	957
Diversity		
Women (percentage of total workforce)	39%	39%
People with identified disability (percentage of total workforce)	23 2.2%	24 2.3%
Aboriginal and Torres Strait Islander (percentage of total workforce)	23 2.2%	22 2.1%
Staff with English as a second language (percentage of total workforce)	9.7%	9.5%
Health and Safety		
Health and safety incidents (per 100 employees headcount)	12.5	8.1
Health and safety 'near misses' (per 100 employees headcount)	1.5	0.6
Number of health and safety representatives	28	26
Learning and Development		
Number of staff undertaking studies assistance	26	34
Number of recorded attendances at DPS compliance training activities	3,331	3,626
Recruitment		
Average number of days to fill vacancy (from advertising to delegate sign-off)	59	57
External 'new engagement' hires (percentage of total new ongoing hires)	46%	52%
Net recruitment rate*	1.2	0.96

*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

In 2019–20 DPS continued to focus on building and developing a diverse and inclusive workforce and recognising the contributions of our employees from diverse backgrounds. The statistics on employees who identify as Indigenous or as having a disability have both remained relatively steady this reporting year, demonstrating the department's ongoing commitment to supporting workforce diversity.

The department launched its first internal Diversity and Inclusion Calendar in 2019, acknowledging and promoting a number of significant dates and events. Building on the success of the first calendar, the 2020 product was developed with a planned schedule of activities for each calendar event.

Reconciliation Action Plan

In November the four parliamentary departments launched the third Reconciliation Action Plan (RAP) 2019–2022 which outlines what the four departments will do to be more actively involved in the journey of reconciliation with Aboriginal and Torres Strait Islander peoples. The Innovate RAP acknowledges Reconciliation Australia's five dimensions of reconciliation:

- race relations
- equality and equity
- institution integrity
- unity, and
- historical acceptance.

Together the parliamentary departments seek to achieve significant outcomes and momentum for reconciliation.

DPS recognises the importance of reconciliation in the workplace, and in relation to the unique work environment at Parliament House. RAP champions partner with a RAP Working Group to take carriage of initiatives and to ensure success is achieved.

Aboriginal and Torres Strait Islander Employment Strategy

In 2019–20 DPS participated for the first time in the Indigenous Apprenticeship Program (IAP) coordinated by Services Australia. IAP is a structured learning initiative that provides a formal qualification, paid work at DPS, broader future employment opportunities, and the chance to contribute to departmental outcomes. DPS placed one Indigenous participant in the Parliamentary Engagement Branch.

In October DPS partnered with the National Indigenous Australians Agency to host the Work Exposure in Government (WEX) event at Parliament House. The event brought more than 70 indigenous Year 11 and 12 high school students from across Australia to explore careers within the Australian Public Service. The event provided DPS with a chance to connect with young Indigenous people about career paths and entry-level programs within the department. The schedule included breakfast with ministers, an indigenous experiences tour, a DPS career paths presentation, a visit to Question Time, and a meet and greet with Prime Minister The Hon Scott Morrison MP.

Throughout 2019–20 eight recruitment rounds applied affirmative measures to increase Indigenous employment opportunities. These affirmative measure recruitment rounds were also circulated to a number of Indigenous recruitment agencies and community organisations to promote DPS career opportunities.

As part of cultural learning, throughout 2019–20 an all-day EVOLVE cultural awareness workshop was offered to DPS employees. A total of 23 staff participated in the first face-to-face workshop designed to deliver valuable content around the recognition and understanding of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights. Further face-to-face workshops were postponed due to the COVID-19 restrictions.

Parliamentary Service Indigenous Employee Network

The Parliamentary Service Indigenous Employee Network is a culturally rich and diverse group of First Australians. The network welcomed a new chair and secretariat during the year. It is continuing to gain momentum, increasing its membership, and providing peer and mentoring support amongst Aboriginal and Torres Strait Islander employees.

The initiative is an integral voice for support and guidance on cultural matters. It has played an instrumental role in developing and launching the:

- new Innovate RAP 2019–2022
- Acknowledgement of Country Card, and
- Welcome to Country and Acknowledgement of Country Protocols.

NAIDOC Week 2019 and National Reconciliation Week 2020

DPS celebrated NAIDOC Week 2019 by participating in the NAIDOC Touch Football competition as reigning champion. The Secretary was invited to open the event and Nggunawal Elder Jude Barlow delivered the Welcome to Country. National Reconciliation Week 2020 was commemorated with an information and education campaign focusing on Australia’s reconciliation efforts.

Disability

Work continued throughout 2019–20 to develop the department’s first Accessibility and Inclusion Action Plan. The three-year plan outlines the department’s commitment to providing better opportunities and outcomes for people with disability by improving access and inclusion across five key areas:

- relationships
- the digital work environment
- physical work environment
- employment, and
- governance.

The plan is in the final stage of consultation and will be implemented in the second half of 2020.

DPS is a Gold level member of the Australian Network on Disability (AND). In 2019–20 DPS used its membership to access:

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

DPS participated in the AND Disability Champions Round Table meetings during the year, which are held each quarter. The department's Diversity Champion is a member of the APS Disability Champions Network which meets quarterly and provides valuable insights into disability strategies being deployed across the APS.

Recruitment through entry-level programs

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

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

The program is now in its second year and six candidates are currently completing their apprenticeships. The duration of this training depends on the apprentice and their trade qualification, with typical completion time-frames between three and four years.

DPS employed one participant in the Parliamentary Engagement Branch as part of the 2020 Indigenous Apprenticeship Program (IAP). IAP is a structured learning initiative that provides participants with:

- a formal qualification
- practical and paid work in DPS
- broader future employment and academic opportunities, and
- acknowledgement of their contribution to, and influence on, business outcomes.

After the success of the 2019 graduate program, DPS placed five graduates across the Security, Communication and Corporate Relations, Corporate Operations and Property Services branches. These participants are currently undertaking a 12-month graduate development program. The program is comprised of various rotations, on-the-job training, project-based activities and external learning workshops. It has been specifically designed to build internal specialist skills, knowledge and experience.

TABLE 36: Entry level programs 2019–20

	PS level	Number of participants
Indigenous Australian Government Development Program (IAGDP)	PSL 2 to PSL 3	1
DPS Graduate Development Program	PSL 3	5
Apprenticeship Program	PSL 1 to PSL 3	6

Workforce mobility and retention

During 2019–20 there were a total of 196 commencements and 205 separations. At 30 June 2020 the net recruitment rate was 0.96 (see table 37).

In 2019–20 the overall number of commencements decreased by two per cent (from 21.9 per cent in 2018–19 to 18.9 per cent in 2019–20).

While there was an overall drop in commencements, the number of ongoing commencements rose by 23, representing an increase of 2.4 per cent, from 9.5 per cent in 2018–19 to 11.9 per cent in 2019–20. The Security Branch continued to increase its capacity by recruiting additional Parliamentary Security Services Officers at the PSL 1–2 classification with 44 new commencements. The Parliamentary Engagement Branch also recruited 17 new employees.

TABLE 37: Overview of DPS commencement rates for staff from 2018–19 to 2019–20

	2018–19	2019–20
Commencements	211	196
Commencement rate*	21.9%	18.9%
Commencements (ongoing employees)	78	101
Commencement rate (ongoing employees)**	9.5%	11.9%

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

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

In the same 12-month period, there were 205 employee separations—32 more than in 2018–19. Of these, 126 were ongoing employee separations, 16 more than in 2018–19. The ongoing employee separation rate from DPS was 14.9 per cent, up 1.5 per cent from 13.4 per cent in 2018–19.

TABLE 38: Overview of the DPS separation rates for staff from 2018–19 to 2019–20

	2018–19	2019–20
Staff separations (headcount)	173	205
Employee turnover rate (total)*	17.1%	19.8%
Staff separations (ongoing employees)	110	126
Employee turnover rate (ongoing employees)**	13.4%	14.9%

*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.

**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.

Instruments of employment

The Department of Parliamentary Services Enterprise Agreement 2017 was the primary employment instrument in 2019–20. At 30 June 2020, a total of 1,015 employees were covered by the agreement and, of these, 48 had individual flexibility arrangements.

Fourteen Senior Executive Service (SES) officers were covered by determinations under subsection 24(1) of the *Parliamentary Service Act 1999*.

No DPS employees receive a bonus or performance pay.

TABLE 39: *Parliamentary Services Act 1999* employment arrangements current report period (2019–20)

	SES	Non-SES	Total
Enterprise Agreement	0	1,015	1,015
Individual flexibility arrangements	0	48	48
Australian workplace agreements	0	0	0
Common law contracts	0	0	0
Determinations under subsection 24(1) of the <i>Parliamentary Service Act 1999</i>	14	0	14

Executive remuneration disclosure

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

Remuneration policy, practices and governance

The Secretary's remuneration is determined by the Presiding Officers under subsection 63(1) of the *Parliamentary Service Act 1999*, on advice from the Remuneration Tribunal.

The Parliamentary Librarian's remuneration is determined by the Presiding Officers under subsection 38E(1) of the *Parliamentary Service Act 1999*, on advice from the Remuneration Tribunal.

SES employees are covered by determinations, which are determined by the Secretary under subsection 24(1) of the *Parliamentary Service Act 1999*.

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

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

- APS Executive Remuneration Management Policy
- APS Workplace Bargaining Policy
- APS Remuneration Report
- Remuneration Tribunal Determination
- current remuneration for SES officers, and
- budget position of DPS.

The SES Remuneration and Performance Policy operates on an annual cycle in line with the financial year with pay rises taking effect from 1 July. SES employees' salaries are reviewed by the Secretary at the end of each annual performance cycle and increases to base salary are based on satisfactory performance. The details of the DPS key management personnel, executive and other highly paid staff remuneration are included in Appendix A.

Non-salary benefits

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

Learning and development

Our staff's capability is being built 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. To broaden staff's understanding of learning and development, DPS promotes the 70:20:10 learning principles—learning and development are 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 2019–20 there were 3,626 recorded attendances for DPS corporate training compliance activities. Mandatory compliance training accounted for 77 per cent of all training activities.

DPS coordinated 61 in-house, face-to-face training sessions, which were attended by 1,096 employees. Of these 61 training sessions, 14 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 through a competitive nomination process. Three staff commenced the 15 month program in October 2019 and on successful completion will obtain a Graduate Certificate in Business (Public Sector Management).

Studies assistance

DPS supports employees to undertake tertiary studies administered through the DPS Studies Assistance Policy. DPS supported 34 employees to undertake a range of tertiary studies during the year. A total of 1,548 hours of study leave was provided to employees, and \$36,321 in financial contributions was made.

Organisational culture and employee engagement

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

A broad range of culture change activities have been designed, developed and implemented over the last two years with more planned for 2020 and beyond. These recognise that culture change is a large scale organisational undertaking, and that it can take years before tangible change can be measured. The department has adopted an approach that features a set of incremental and integrated interventions aimed at not only changing the culture, but also building organisational capability and strengthening organisational performance.

Throughout 2019–20 the department focused on strategic workforce planning, employee induction and team leader training.

Strategic workforce planning

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

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

Workforce capability analysis was undertaken throughout the planning process. Core capabilities are the essential behaviours, skills, knowledge, abilities and attributes required for an organisation to deliver on its vision, mission and purpose. They are relevant to all staff in any role and complement job-specific technical capabilities. Analysing capability levels provides a solid baseline for future workforce planning and management, and is critical to implement change successfully.

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

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

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

Employee Induction

Formal staff induction activities were expanded during 2019–20. All new departmental staff now attend a one-day interactive workshop that is focused on:

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

Training Programs

A series of team leader training programs were designed and delivered for the Parliamentary Security Service during 2019. The two day programs were for new team leaders and covered self-awareness, emotional intelligence, active listening skills, managing difficult conversations, building teams and performance management.

The department released an online training package—*Being Professional in the Parliamentary Service*—which is mandatory for all new recruits. Compliance with this training is reported to the DPS Executive Committee. This online package describes the behaviours required for all staff to work consistently in accordance with the Australian Parliamentary Service Values, Employment Principles and Code of Conduct. It also illustrates how these guide day to day decision making and behaviour, both inside and outside of Parliament House.

A new organisational culture training program was piloted and implemented in 2019. The *Creating a Positive Culture Workshop* is a face to face initiative that provides motivational information and practical techniques to create a more positive personal and professional culture in the workplace. Participants are equipped to contribute to cultural transformation by developing the mindset required to create, lead and maintain a positive, solutions focused culture.

Annual Employee Engagement Census

DPS once again participated in the APS Employee Census in 2019. A total of 575 employees responded, with a response rate of 59 per cent.

The 2019 census results are generally consistent with the 2018 results. The census indicates staff:

- strongly believe in the purpose and objectives of the department (+5 per cent increase over 2018)
- will suggest ideas for improvement (+3 per cent increase over 2018), and
- are willing to work beyond what is required in their job to help the department achieve its objectives (+3 per cent increase over 2018).

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

Work Health and Safety (WHS)

The bushfire crisis and COVID-19 pandemic resulted in significant activity for DPS during 2019–20, including:

- providing advice and assistance
- developing guidance material for DPS staff and managers
- distributing personal protective equipment (PPE) such as face masks, hand sanitiser and anti-bacterial wipes
- introducing physical distancing requirements, and
- increasing our cleaning regime.

WHS activities and initiatives

The DPS Early Intervention Scheme (EIS) supports staff experiencing acute injury or illness. The EIS—combined with ongoing active rehabilitation case management—has reduced the department's Comcare workers' compensation premium.

DPS also participated in a cooperative project with Comcare on WHS incident management. The project developed an audit tool to assess WHS incident management practices in Commonwealth agencies and assessed DPS against the audit tool. Comcare found that DPS has a documented legislatively compliant system to manage WHS incidents, and demonstrates a positive commitment to WHS.

Consultation on WHS issues

DPS maintains a high level of consultation on WHS issues. Staff are represented on health and safety committees that monitor and advise on WHS programs.

The DPS Peak WHS Committee meets quarterly. It focuses on reviewing WHS policies and procedures and takes a strategic approach to WHS management across DPS. Individual branches also hold their own WHS committee meetings.

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

DPS Health and Safety Representatives (HSRs) are part of the department's network that also includes Harassment Contact Officer (HCOs). At 30 June 2020 DPS had 26 HSRs and 13 HCOs.

WHS training

A range of WHS related training was provided throughout the year, including generic induction and refresher sessions for staff and managers. Approximately 610 staff participated in generic WHS training programs.

A new e-learning package for WHS awareness refresher training has now been developed and will be available in 2020–21.

Incident reporting and investigation

Ninety incident reports were submitted by DPS employees during 2019–20. Two 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 did not conduct any investigations into incidents during 2019–20.

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

Nurses centre

The Parliament House nurses centre operates on sitting days. DPS employs a full-time Registered Nurse to ensure continuity of care for attendees.

During non-sitting periods, the nurse is responsible for auditing and maintaining first aid kits and equipment throughout Parliament House, as well as a range of WHS related activities, including coordinating 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 \$2,748.6 million (2018–19: \$2,690.5 million). Administered assets of \$2,657.4 million (2018–19: \$2,595.4 million) primarily relate to Parliament House, incorporating the building, land and cultural assets. Departmental assets of \$91.2 million (2018–19: \$95.1 million) primarily relate to information technology, software, furniture and equipment.

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

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

PURCHASING

DPS has focused on building internal capability through enhanced education and formal training programs for staff during 2019–20. As a result, DPS has evidenced increased awareness of procurement practices and financial frameworks. DPS' frameworks are managed in accordance with the Commonwealth Procurement Rules (CPRs), the PGPA Act and Rule and DPS' Accountable Authority Instructions (AAIs).

DPS' primary procurement objectives are to:

- ensure that value for money is consistently obtained through:
 - encouraging competition
 - promoting the efficient, effective, economical and ethical use of resources, and
 - conducting DPS business in an environment of accountability and transparency.
- support the business requirements of each branch within DPS, through '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 practical and consistent with the achievement of value for money.

DPS has a specialist procurement unit, which ensures 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 appropriately monitored, and
- ongoing training is provided to DPS personnel who 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 are required and are not otherwise available in-house.

During 2019–20, 12 new consultancy contracts were entered into involving total actual expenditure of \$287,593.82 (inc. GST). In addition, seven ongoing consultancy contracts were active during this period, involving total actual expenditure of \$1,110,016.62 (inc. GST). The method of procurement for consultancy arrangements is determined by the complexity, nature and value of each individual requirement, noting the achievement of 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:

- 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 for consultancies is available on the AusTender website www.tenders.gov.au.

TABLE 40: Number of and expenditure on consultants current report period 2019–20

	Total
Number of new contracts entered into during the period	12
Total actual expenditure during the period on new contracts (inc. GST)	\$287,593.82
Number 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)	\$1,110,016.62

AUSTRALIAN NATIONAL AUDIT OFFICE ACCESS CLAUSES

All DPS contracts allow access for audit purposes.

EXEMPT CONTRACTS

During 2019–20, no DPS contracts or standing offers were found to be exempt 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/government/procurement/statistics-australian-government-procurement-contracts.

DPS is focused on achieving the best value for money outcome in each circumstance, and supports and encourages engagement with SMEs wherever practical.

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

- use of the Commonwealth Contracting Suite (CCS) 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 supplier payment.

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 Collections is a significant public collection of Australian art.

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

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 Collections. The charter promotes professional best practice in acquiring and managing works by Indigenous artists.





FINANCIAL STATEMENTS

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INDEPENDENT AUDITOR'S REPORT

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

Opinion

In my opinion, the financial statements of the Department of Parliamentary Services (the Entity) for the year ended 30 June 2020:

- (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 2020 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2020 and for the year then ended:

- Statement by the Secretary and Chief Finance Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to 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 (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

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

Key audit matter	How the audit addressed the matter
<p>Valuation of Buildings</p> <p><i>Refer to Note 4.1A Administered – Non-Financial Assets</i></p> <p>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 2020 buildings were valued at \$2.4 billion.</p> <p>The valuation is complex due to the unique nature of each building component that comprises Parliament House. Significant judgement is exercised in making the estimation, which is based on current replacement cost and expected useful life. This includes determining the most appropriate valuation model and selecting appropriate labour and construction indices to determine current replacement cost.</p>	<p>To address the key audit matter, I:</p> <ul style="list-style-type: none"> examined the data used in the Entity's valuation model for accuracy and completeness; 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 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 whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Secretary is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

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

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

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material

- misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
 - evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
 - conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
 - evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

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

Australian National Audit Office



Mark Vial
Senior Director

Delegate of the Auditor-General

Canberra
22 September 2020

**Department of Parliamentary Services
Financial Statements for the period ended 30 June 2020**

Statement by the Secretary and the Chief Finance Officer

In our opinion, the attached financial statements for the year ended 30 June 2020 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
12 September 2020

Signed 
Matthew O'Brien
Chief Finance Officer
27 September 2020

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STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2020

			2020	2019	Original Budget 2020
	Note ref		\$'000	\$'000	\$'000
NET COST OF SERVICES					
Expenses					
Employee benefits	6.1A	B4	96,798	93,986	87,779
Suppliers	1.1A	B1, B2, B4	49,256	47,821	52,553
Depreciation and amortisation	3.2A	B2	22,471	20,226	23,124
Impairment loss on financial instruments			16	43	-
Write-down and impairment of other assets			-	27	-
Losses from asset sales			28	16	-
Finance costs			18	-	-
Total expenses			168,587	162,119	163,456
Own-Source Income					
Own-source revenue					
Revenue from contracts with customers	1.2A	B1	12,607	12,924	14,300
Other revenue			475	546	730
Resources received free of charge			186	190	-
Total own-source revenue			13,268	13,660	15,030
Net cost of services			155,319	148,459	148,426
Revenue from Government – appropriation			124,666	126,347	125,302
Deficit attributable to the Australian Government			(30,653)	(22,112)	(23,124)
OTHER COMPREHENSIVE INCOME					
Items not subject to subsequent reclassification to net cost of services					
Changes in asset revaluation surplus		B2	(236)	433	-
Total other comprehensive income			(236)	433	-
Total comprehensive loss			(30,889)	(21,679)	(23,124)

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

STATEMENT OF FINANCIAL POSITION
as at 30 June 2020

			2020	2019	Original Budget 2020
	Note ref		\$'000	\$'000	\$'000
ASSETS					
Financial assets					
Cash and cash equivalents			1,097	1,143	1,097
Trade and other receivables	3.1A		<u>26,045</u>	<u>30,760</u>	<u>27,763</u>
Total financial assets			<u>27,142</u>	<u>31,903</u>	<u>28,860</u>
Non-financial assets					
Plant and equipment:					
Information and communication technology	3.2A	B2	28,331	39,790	31,369
Other plant and equipment	3.2A	B2	8,260	8,026	3,718
Library collection	3.2A		8,016	7,285	6,641
Right of use assets	3.2A	B2	1,001	-	-
Intangibles	3.2A		45,626	40,033	45,510
Inventories	3.2B		402	424	417
Prepayments			<u>4,176</u>	<u>4,533</u>	<u>4,811</u>
Total non-financial assets			<u>95,812</u>	<u>100,091</u>	<u>92,466</u>
Total assets			<u>122,954</u>	<u>131,994</u>	<u>121,326</u>
LIABILITIES					
Payables					
Suppliers			5,437	3,590	4,250
Other payables	3.3A		<u>1,854</u>	<u>1,391</u>	<u>1,197</u>
Total payables			<u>7,291</u>	<u>4,981</u>	<u>5,447</u>
Provisions					
Employee provisions	6.1B	B3	<u>28,510</u>	<u>27,017</u>	<u>24,004</u>
Total provisions			<u>28,510</u>	<u>27,017</u>	<u>24,004</u>
Interest bearing liabilities					
Leases	3.4A	B2	<u>993</u>	-	-
Total interest bearing liabilities			<u>993</u>	-	-
Total liabilities			<u>36,794</u>	<u>31,998</u>	<u>29,451</u>
Net assets			<u>86,160</u>	<u>99,996</u>	<u>91,875</u>
EQUITY					
Contributed equity			301,687	284,634	300,857
Reserves			21,194	21,430	20,997
Accumulated deficit			<u>(236,721)</u>	<u>(206,068)</u>	<u>(229,979)</u>
Total equity			<u>86,160</u>	<u>99,996</u>	<u>91,875</u>

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

STATEMENT OF CHANGES IN EQUITY

for the period ended 30 June 2020

	Contributed equity		Asset revaluation reserve		Accumulated deficit		Total equity	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
CONTRIBUTED EQUITY								
Opening balance								
Balance carried forward from previous period	284,634	264,108	21,430	20,997	(206,068)	(183,956)	99,996	101,149
Adjusted opening balance	284,634	264,108	21,430	20,997	(206,068)	(183,956)	99,996	101,149
Comprehensive income								
Surplus/(deficit) for the period	-	-	-	-	(30,653)	(22,112)	(30,653)	(22,112)
Other comprehensive income	-	-	(236)	433	-	-	(236)	433
Total comprehensive income	-	-	(236)	433	(30,653)	(22,112)	(30,889)	(21,679)
Transactions with owners								
Contributions and distributions by owners								
Departmental capital budget	17,053	19,609	-	-	-	-	17,053	19,609
Transfer of assets	-	917	-	-	-	-	-	917
Total transactions with owners	17,053	20,526	-	-	-	-	17,053	20,526
Closing balance as at 30 June	301,687	284,634	21,194	21,430	(236,721)	(206,068)	86,160	99,996
<i>Budget 30 June</i>								
Opening balance	283,717	262,186	20,997	20,309	(206,855)	(183,396)	97,859	99,099
Total comprehensive income	-	-	-	-	(23,124)	(16,398)	(23,124)	(16,398)
Total transactions with owners	17,140	17,459	-	-	-	-	17,140	17,459
Closing balance	300,857	279,645	20,997	20,309	(229,979)	(199,794)	91,875	100,160

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

Accounting Policy

Departmental Capital Budget

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

STATEMENT OF CASH FLOWS
for the period ended 30 June 2020

	Note ref	2020 \$'000	2019 \$'000	Original Budget 2020 \$'000
OPERATING ACTIVITIES				
Cash received				
Appropriations	B4, B1	146,333	143,540	125,302
Sale of goods and rendering of services	B1	12,530	13,242	15,730
GST received from ATO		5,275	5,294	5,455
Other		448	538	730
Total cash received		164,586	162,614	147,217
Cash used				
Employees	B4	94,396	90,963	87,779
Suppliers	B1, B2, B4	53,799	53,900	59,438
Interest payments on lease liabilities		18	-	-
Section 74 receipts transferred to OPA	B4	15,632	17,818	-
Total cash used		163,845	162,681	147,217
Net cash from/(used by) operating activities		741	(67)	-
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of plant and equipment		166	70	-
Total cash received		166	70	-
Cash used				
Purchase of property, plant and equipment	B2	6,932	10,971	8,319
Purchase of intangibles	B2	8,723	6,535	8,821
Total cash used		15,655	17,506	17,140
Net cash used by investing activities		(15,489)	(17,436)	(17,140)
FINANCING ACTIVITIES				
Cash received				
Departmental capital budget	B2	15,654	17,549	17,140
Total cash received		15,654	17,549	17,140
Cash used				
Principal payments of lease liabilities	B2	952	-	-
Total cash used		952	-	-
Net cash from financing activities		14,702	17,549	17,140
Net increase in cash held		(46)	46	-
Cash and cash equivalents at the beginning of the reporting period		1,143	1,097	1,097
Cash and cash equivalents at the end of the reporting period		1,097	1,143	1,097

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 2020

			2020	2019	Original Budget 2020
	Note ref		\$'000	\$'000	\$'000
NET COST OF SERVICES					
Expenses					
Suppliers	2.1A		12,277	5,121	11,565
Depreciation and amortisation	4.1A	B5	38,104	41,180	33,018
Write-down and impairment of non-financial assets	4.1A		2,746	4,590	-
Total expenses			53,127	50,891	44,583
Income					
Revenue					
Non-taxation revenue					
Donations			1	1	-
Total non-taxation revenue			1	1	-
Total revenue			1	1	-
Gains					
Assets first recognised		B5	5,500	-	-
Total gains			5,500	-	-
Total income			5,501	1	-
Net cost of services			47,626	50,890	44,583
Deficit			(47,626)	(50,890)	(44,583)
OTHER COMPREHENSIVE INCOME					
Items not subject to subsequent reclassification to net cost of services					
Changes in asset revaluation surplus	4.1A	B5	25,182	87,955	-
Total other comprehensive income			25,182	87,955	-
Total comprehensive income/(loss)			(22,444)	37,065	(44,583)

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 2020

			2020	2019	Original Budget 2020
	Note ref		\$'000	\$'000	\$'000
ASSETS					
Financial assets					
Cash and cash equivalents	B6		8,751	-	-
GST receivable			1,647	786	1,494
Total financial assets			10,398	786	1,494
Non-financial assets					
Property, plant and equipment:					
Land	4.1A	B5	91,000	91,000	80,000
Buildings	4.1A	B5	2,403,372	2,349,407	2,283,764
Heritage and cultural	4.1A	B5	118,752	112,839	114,566
Other plant and equipment	4.1A	B5	36,519	35,860	70,094
Intangibles	4.1A	B5	7,774	6,266	3,023
Prepayments			189	-	-
Total non-financial assets			2,657,606	2,595,372	2,551,447
Total assets administered on behalf of Government			2,668,004	2,596,158	2,552,941
LIABILITIES					
Payables					
Suppliers	B5		18,403	5,123	551
GST funding			1,193	717	1,489
Total payables			19,596	5,840	2,040
Total liabilities administered on behalf of government			19,596	5,840	2,040
Net assets			2,648,408	2,590,318	2,550,901

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 2020

	Note ref	2020 \$'000	2019 \$'000
Opening assets less liabilities as at 1 July		2,590,319	2,472,603
Adjusted opening assets less liabilities		2,590,319	2,472,603
Net (cost of)/contribution by services			
Income		5,501	1
Expenses		(53,127)	(50,891)
Other comprehensive income			
Revaluations transferred to reserves	4.1A	25,182	87,955
Transfers (to)/from Australian Government			
Appropriation transfers from Official Public Account			
Administered assets and liabilities appropriations		73,010	73,317
Administered annual appropriations		7,523	4,815
Appropriation transfers to OPA			
Transfer from other agencies		-	2,519
Closing assets less liabilities as at 30 June		2,648,408	2,590,319

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

Accounting Policy

Administered Cash Transfers to and from the Official Public Account

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

ADMINISTERED CASH FLOW STATEMENT
for the period ended 30 June 2020

		2020	2019	Original Budget 2020
	Note ref	\$'000	\$'000	\$'000
OPERATING ACTIVITIES				
Cash received				
GST received from ATO		7,016	7,992	4,053
Donations		1	1	-
Total cash received		7,017	7,993	4,053
Cash used				
Suppliers	B5	10,721	12,037	19,671
Total cash used		10,721	12,037	19,671
Net cash used by operating activities		(3,704)	(4,044)	(15,618)
INVESTING ACTIVITIES				
Cash used				
Purchase of property, plant and equipment	B5	67,210	71,241	50,432
Purchase of computer software	B5	1,348	2,075	-
Total cash used		68,558	73,316	50,432
Net cash used by investing activities		(68,558)	(73,316)	(50,432)
Net decrease in cash held		(72,262)	(77,360)	(66,050)
Cash to/(from) Official Public Account				
Appropriations	B5	80,533	78,132	61,997
Net GST funding		476	(772)	4,053
Total cash to/(from) official public account		81,009	77,360	66,050
Net increase in cash held		8,747	-	-
Cash and cash equivalents at the end of the reporting period	B6	8,747	-	-

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

A. Overview

Objectives of the Department of Parliamentary Services (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:

- Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR), and
- 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 have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value.

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

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)

During 2019-20, DPS adopted all applicable AAS that became effective during 2019-20. With the exception of the below, the application of new standards did not materially impact the operations of DPS:

Standard/ Interpretation	Nature of change in accounting policy, transitional provisions ¹ and adjustment to financial statements
AASB 16 <i>Leases</i>	<p>AASB 16 became effective on 1 July 2019.</p> <p>This new standard has replaced AASB 117 <i>Leases</i>, Interpretation 4 <i>Determining whether an Arrangement contains a Lease</i>, Interpretation 115 <i>Operating Leases—Incentives</i> and Interpretation 127 <i>Evaluating the Substance of Transactions Involving the Legal Form of a Lease</i>.</p> <p>AASB 16 provides a single lessee accounting model, requiring the recognition of assets and liabilities for all leases, together with options to exclude leases where the lease term is 12 months or less, or where the underlying asset is of low value.</p>

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	AASB 16 substantially carries forward the lessor accounting in AASB 117, with the distinction between operating leases and finance leases being retained. The details of the changes in accounting policies, transitional provisions and adjustments are disclosed below and in the relevant notes to the financial statements.
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DPS application of AASB 16 Leases

The department adopted AASB 16 using the modified retrospective approach, under which the cumulative effect of initial application is recognised in retained earnings at 1 July 2019. Accordingly, the comparative information presented for 2019 is not restated, that is, it is presented as previously reported under AASB 117 and related interpretations.

AASB 16 provides for certain optional practical expedients, including those related to the initial adoption of the standard. DPS applied the exemption not to recognise right-of-use assets and liabilities for leases with less than 12 months of lease term remaining as at the date of initial application.

As a lessee, the department previously classified leases as operating or finance leases based on its assessment of whether the lease transferred substantially all of the risks and rewards of ownership. Under AASB 16, the department recognises right-of-use assets and lease liabilities for most leases. However, the department has elected not to recognise right-of-use assets and lease liabilities for some leases of low value assets based on the value of the underlying asset when new or for short-term leases with a lease term of 12 months or less.

The lease liabilities were measured at the present value of the remaining lease payments, discounted using the department's incremental borrowing rate as at 1 July 2019. The department's incremental borrowing rate is the rate at which a similar borrowing could be obtained from an independent creditor under comparable terms and conditions. The weighted-average rate applied was 1.26%.

The right-of-use assets were measured as follows:

- a) Office space: measured at an amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments.
- b) All other leases: the carrying value that would have resulted from AASB 16 being applied from the commencement date of the leases, subject to the practical expedients noted above.

Impact on transition:

On transition to AASB 16, the department recognised right-of-use assets and lease liabilities for future lease commitments (Building \$1.73m, Other plant & equipment \$0.23m).

DPS application of AASB 15 Revenue from Contracts with Customers / AASB 1058 Income of Not-For-Profit Entities

There is nil impact on assets, liabilities, income or expenses on transition to AASB 15.

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.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Reporting of administered activities

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

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

Prior year adjustments

No changes have been made to departmental prior year disclosures.

In 2019-20, a heritage and cultural artwork piece was recognised for the first time in the Administered schedule of comprehensive income, the Administered schedule of assets and liabilities and Note 4.1A. This was previously disclosed as Assets held in trust.

Events after the reporting period

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

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

B. Budget Variance Commentary

DEPARTMENTAL		
Note reference	Affected line items	Explanation of major Variance
B1. Covid-19	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> • Sale of goods and rendering of services • Suppliers • Appropriations 	<p>Changes introduced in response to COVID-19 pandemic have impacted DPS operations in the following ways:</p> <ul style="list-style-type: none"> • Reduction in revenue due to the closure of Australian Parliament House (APH) resulting in lower than anticipated catering and events functions. There was also a reduction in related supplier costs. • Reduction in revenue due to rent relief provided to the APH licensees. • Increase in Information and Communication Technology (ICT) supplier costs due to transition to a remote working environment. • Increase in APH cleaning costs. • Deficit funded with prior year appropriations.
B2. Non-Financial Assets	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> • Changes in asset revaluation reserve • Suppliers expense • Depreciation and amortisation <p>Statement of Financial Position:</p> <ul style="list-style-type: none"> • Other plant and equipment • Information and communication technology • Right of use assets • Lease liability 	<p>The budget for non-financial assets is set with reference to the 2017-18 financial results. Other factors contributing to the variances are:</p> <p><u>Valuations:</u></p> <p>Actual results included the impact of asset revaluations for both 2018-19 and 2019-20 which are difficult to predict for budget purposes.</p> <ul style="list-style-type: none"> • 2018-19 valuation resulted in an increase in value of Other plant and equipment asset class. • 2019-20 valuation resulted in a decrease in value of Information Communication Technology. <p><u>Capital program of works:</u></p> <p>Capital expenditure for the year was under budget due to delays across a number of projects including COVID-19 impacts.</p> <p><u>AASB 16:</u></p> <p>The requirements under AASB 16 Leases resulted in the recognition of Right of Use Assets and lease liabilities which had not been budgeted for.</p>
B3. Employees	<p>Statement of Financial Position:</p> <ul style="list-style-type: none"> • Employee provisions 	<p>The budget for employee provisions is set with reference to the 2017-18 financial results. The other factor contributing to the variance is employee provision valuations for both 2018-19 and 2019-20 which resulted in increments due to movements in the Commonwealth bond rate to discount the liabilities.</p>
B4. Other differences	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> • Employee benefits • Suppliers 	<ul style="list-style-type: none"> • The classification of expenditure between Supplier and Employee benefits cost in the budget does not reflect expenditure profile in the financial statements. This has since been corrected through the Mid-Year Economic and Fiscal Outcome (MYEFO) budget. • Transfer of Section 74 receipts to the Official Public Account and subsequent drawdown is grossed up, while this has been netted off in the budget.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

ADMINISTERED		
Note reference	Affected line items	Explanation of major Variance
B5. Non-Financial assets	<p>Administered Schedule of Comprehensive Income:</p> <ul style="list-style-type: none"> • Changes in asset revaluation reserve • Depreciation and amortisation • Assets first recognised <p>Administered Schedule of Assets and Liabilities</p> <ul style="list-style-type: none"> • Land • Buildings • Heritage and cultural • Other plant and equipment • Suppliers 	<p>The budget for non-financial assets is set with reference to the 2017-18 financial results. Other factors contributing to the variances are:</p> <p><u>Valuations:</u> Actual results included the impact of asset revaluations for both 2018-19 and 2019-20 which are difficult to predict for budget purposes.</p> <ul style="list-style-type: none"> • 2018-19 valuation resulted in an increment for Land, Buildings and Other plant and equipment. • 2019-20 valuation resulted in an increment for Buildings and Other plant and equipment. <p><u>Asset reclassification:</u> During 2019-20 an artwork piece was reclassified from asset held in trust to heritage and cultural assets.</p> <p><u>Capital program of works:</u> Administered capital expenditure was higher than budgeted due to prior year project delays in previous year being caught up in 2019-20.</p>
B6. Other differences	<p>Administered Schedule of Assets and Liabilities</p> <ul style="list-style-type: none"> • Cash and equivalents • Suppliers 	<p>Timing of payments to creditors. A payment was made to creditors on 30 June 2020, with funds clearing the bank on 1 July 2020.</p>

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.

	2020	2019
	\$'000	\$'000
Note 1.1A: Suppliers		
Goods and services supplied or rendered		
Contractors and professional services	7,257	6,542
Catering labour hire	4,154	3,880
Information communication and technology	14,516	12,941
Property operating expenses	14,297	14,256
Office equipment and supplies	1,246	1,290
Employee related expenses	2,354	2,937
Cost of goods sold	3,638	3,468
Other	193	217
Total goods and services supplied or rendered	47,655	45,531
Goods supplied	9,130	9,392
Services rendered	38,525	36,139
Total goods and services supplied or rendered	47,655	45,531
Other suppliers		
Workers compensation expenses	1,525	1,388
Operating lease rentals ¹	-	902
Short-term leases	13	-
Low value leases	24	-
Variable lease payments	39	-
Total other suppliers	1,601	2,290
Total suppliers	49,256	47,821

¹ The department has applied AASB 16 using the modified retrospective approach and therefore the comparative information has not been restated and continues to be reported under AASB 117.

The department has short-term and low value lease commitments of \$0.04m as at 30 June 2020.

The above lease disclosures should be read in conjunction with the accompanying notes 3.2A and 3.4A.

Accounting Policy

Short-term leases and leases of low-value assets

The department has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000). The department recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.2. Own-source revenue and gains

	2020	2019
OWN SOURCE REVENUE	\$'000	\$'000

Note 1.2A: Revenue from contracts with customers

Parliament shop	1,054	1,287
Catering	8,556	7,855
Rendering of other services	1,103	1,347
Licence revenue	1,558	2,049
Public carpark	336	386
Total revenue from contracts with customers	12,607	12,924

Disaggregation of revenue from contracts with customers

Type of customer:

Australian Government entities (related parties)	1,103	1,270
State and Territory Governments	31	44
Non-government entities	11,473	11,610
	12,607	12,924

Timing of transfer of goods and services:

Over a period of time	2,110	2,695
At a point in time	10,497	10,229
	12,607	12,924

Accounting policy

Revenue from the sale of goods is recognised when control has been transferred to the buyer. Revenue from the sales of services is recognised when the performance obligation is satisfied.

DPS considers revenue at a point in time as revenue relating to sales through parliament shop, catering and public carpark facilities. Over a period of time revenue relates to services provided such as accommodation licences, and rendering of other services.

Where payment is not received at a point of sale terminal DPS payment terms are 30 days from the date of invoice recognised at the nominal amounts due less any impairment allowance. Collectability of debts is reviewed at the end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

The transaction price is the total amount of consideration to which the department expects to be entitled in exchange for transferring promised goods or services to a customer. The consideration promised in a contract with a customer may include fixed amounts, variable amounts, or both.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2. Income and expenses administered on behalf of Government

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

2.1. Administered – Expenses

	2020	2019
	\$'000	\$'000
Note 2.1A: Suppliers		
Goods and services supplied or rendered		
Contractors and professional services	54	699
Security project administration costs	390	848
Maintenance	11,833	3,574
Total goods and services supplied or rendered	12,277	5,121
Goods supplied	107	180
Services rendered	12,170	4,941
Total goods and services supplied or rendered	12,277	5,121

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.

	2020	2019
	\$'000	\$'000
Note 3.1A: Trade and other receivables		
Goods and services receivables		
Goods and services	978	960
Total goods and services receivables	978	960
Appropriations receivables		
Operating funding for existing programs	13,063	19,098
Departmental Capital Budget	11,429	10,031
Total appropriations receivables	24,492	29,129
Other receivables		
GST receivable from ATO	620	686
Other	14	28
Total other receivables	634	714
Total trade and other receivables (gross)	26,104	30,803
Less impairment loss allowance	(59)	(43)
Total trade and other receivables (net)	26,045	30,760

Credit terms for goods and services were within 30 days (2019: 30 days).

Accounting policy

Trade and other receivables

Refer to accounting policy in Note 7.2 Financial instruments.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.2. Non-financial assets**Note 3.2A: Reconciliation of the opening and closing balances of plant and equipment and intangibles**

	Property, Plant and equipment						Intangibles ¹	Total
	Right of Use Buildings	Information and communication technology	Other plant and equipment	Library collection	Right of Use Equipment			
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	
As at 1 July 2019								
Gross book value	-	65,083	8,026	7,767	-	84,602	165,478	
Accumulated depreciation, amortisation and impairment ¹	-	(25,293)	-	(482)	-	(44,569)	(70,344)	
Total as at 1 July 2019	-	39,790	8,026	7,285	-	40,033	95,134	
Recognition of right of use asset on initial application of AASB 16	1,730	-	-	-	231	-	1,961	
Adjusted total as at 1 July 2019	1,730	39,790	8,026	7,285	231	40,033	97,095	
Additions								
By purchase	-	4,443	2,506	1,313	-	4,978	13,240	
Internally developed	-	-	-	-	-	3,745	3,745	
Revaluations recognised in other comprehensive income	-	(236)	-	-	-	-	(236)	
Depreciation and amortisation	-	(10,978)	(2,051)	(571)	-	(7,911)	(21,511)	
Depreciation on ROU assets	(903)	-	-	-	(57)	-	(960)	
Reclassification	-	(4,665)	(35)	(11)	-	4,711	-	
Disposals	-	(23)	(186)	-	-	70	(139)	
Total as at 30 June 2020	827	28,331	8,260	8,016	174	45,626	91,234	
Total as at 30 June 2020 represented by								
Gross book value	1,730	28,552	10,286	9,069	231	97,308	147,176	
Accumulated depreciation and amortisation	(903)	(221)	(2,026)	(1,053)	(57)	(51,682)	(55,942)	
Total as at 30 June 2020	827	28,331	8,260	8,016	174	45,626	91,234	
Carrying amount of right-of-use assets	827	-	-	-	174	-	1,001	

¹ Internally developed component of intangibles total value consists of \$11.6m gross value and \$3.4m accumulated amortisation.

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 Information and communication technology asset class as at 30 April 2020 by Jones Lang LaSalle Advisory Services Pty Ltd and a revaluation decrement of \$0.24m for Information and communication technology assets class was adjusted in the asset revaluation reserve (2018-19: an increment of \$0.23m for the Other plant and equipment class).

Contractual commitments for the acquisition and lease of plant and equipment and intangible assets

The nature of capital and lease commitments for plant and equipment and intangible assets.

	Capital commitments		Lease commitments	
	2020	2019	2020	2019
	\$'000	\$'000	\$'000	\$'000
Commitments are payable as follows:				
Within 1 year	2,641	2,737	917	-
Between 1 to 5 years	1,649	3,002	138	-
More than 5 years	4	-	-	-
Total commitments	4,294	5,739	1,055	-

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	2020
Other plant and equipment			Market selling price	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
ROU – Building				
ROU – Other plant and equipment				

Fair value is equal to the asset movement table (Note 3.2A and Note 4.1A) with the exception of intangibles which are valued at cost.

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	2020	2019
<i><u>Departmental</u></i>		
Information and communication technology	1 – 40 years	1 – 40 years
Other plant and equipment	5 – 30 years	5 – 30 years
Library collection	3 – 30 years	3 – 30 years
Computer software	2 – 14 years	2 – 14 years
Intangibles	100 years	100 years
<i><u>Administered</u></i>		
Land	indefinite	indefinite
Buildings	5 – 200 years	5 – 200 years
Heritage & cultural	indefinite	indefinite
Other plant and equipment	2 – 47 years	2 – 47 years
Computer software	2 – 14 years	2 – 14 years
Intangibles	100 years	100 years

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for as separate asset classes to corresponding assets owned outright.

On initial adoption of AASB 16 the department has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition.

Impairment

All assets were assessed for impairment as at 30 June 2020.

Derecognition

An item of any asset class is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Gains or losses from disposal of assets are recognised when control of the asset has been passed to the buyer.

Accounting policy

Heritage and cultural assets

The department has a number of stand-alone collections, managed as the Parliament House Art 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.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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.

	2020	2019
	\$'000	\$'000
Note 3.2B: Inventories		
Inventories held for sale		
Parliament shop	263	275
Catering	139	149
Total inventories held for sale	402	424
Total inventories	402	424

During 2020, \$3.64m of inventory held for sale was recognised as cost of goods sold (2019: \$3.47m), 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

	2020	2019
	\$'000	\$'000
Note 3.3A: Other payables		
Wages and salaries	1,310	533
Superannuation	243	108
Deposits received/held	154	512
Other	147	238
Total other payables	1,854	1,391

3.4. Interest bearing liabilities

	2020	2019
	\$'000	\$'000
Note 3.4A: Leases		
Lease Liabilities ¹		
Buildings	801	-
Plant and equipment	192	-
Total leases	993	-

¹ The department has applied AASB 16 using the modified retrospective approach and therefore the comparative information has not been restated and continues to be reported under AASB 117.

Total cash outflow for leases for the year ended 30 June 2020 was \$0.95m.

Accounting policy

Refer Overview section for accounting policy on leases.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4. Assets and liabilities administered on behalf of Government

This section analyses assets used to conduct operations and the liabilities incurred for activities that the department administers on behalf of Government.

4.1. Administered – Non-financial assets**Note 4.1A: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles**

	Property, plant and equipment				Intangibles \$'000	Total \$'000
	Land \$'000	Buildings \$'000	Heritage and cultural \$'000	Other plant and equipment \$'000		
As at 1 July 2019						
Gross book value	91,000	2,349,635	112,839	35,860	6,267	2,595,601
Accumulated depreciation and amortisation	-	-	-	-	(1)	(1)
Accumulated impairment	-	(228)	-	-	-	(228)
Net book value 1 July 2019	91,000	2,349,407	112,839	35,860	6,266	2,595,372
Additions						
By purchase	-	68,282	672	1,910	1,348	72,212
Gifted assets	-	-	5,500	-	-	5,500
Revaluations recognised in other comprehensive income	-	25,178	-	4	-	25,182
Depreciation and amortisation	-	(36,761)	-	(855)	(488)	(38,104)
Reclassification	-	(145)	(259)	(244)	648	-
Write-offs	-	(2,590)	-	(156)	-	(2,746)
Total as at 30 June 2020	91,000	2,403,371	118,752	36,519	7,774	2,657,416
Total as at 30 June 2020 represented by						
Gross book value	91,000	2,403,371	118,752	37,266	8,263	2,658,652
Accumulated depreciation and amortisation	-	-	-	(747)	(489)	(1,236)
Total as at 30 June 2020	91,000	2,403,371	118,752	36,519	7,774	2,657,416

¹All impaired assets have been disposed.

No material indicators of impairment were found for the 2019-20 financial year.

Independent valuations were performed as at 30 April 2020 by Jones Lang LaSalle Advisory Services Pty Ltd. A revaluation increment of \$25.18m for building and other plant and equipment asset classes was adjusted in the assets revaluation reserve (2018-19: increment of \$87.91m for land, buildings and other plant and equipment).

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.

	2020 \$'000	2019 \$'000
Commitments are payable as follows:		
Within 1 year	34,957	28,927
Between 1 to 5 years	25,570	8,996
More than 5 years	281	26
Total commitments	60,808	37,949

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

	2020	2019
	\$'000	\$'000
Note 5.1A: Annual appropriations ('Recoverable GST exclusive')		
Departmental appropriation		
Ordinary annual services	124,666	126,347
Capital budget ¹	17,053	19,609
Section 74 receipts ²	15,632	17,818
Total appropriation available	157,351	163,774
Appropriation applied	(161,988)	(161,089)
Variance³	(4,637)	2,685

¹ Departmental Capital Budgets are appropriated through *Parliamentary Appropriation Act (No. 1)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

² The departmental operating appropriation is adjusted to include PGPA Act Section 74 receipts.

³ The variance primarily relates to operating deficit during the year.

Note 5.1B: Unspent annual appropriations ('Recoverable GST exclusive')

	2020	2019
	\$'000	\$'000
Departmental		
<i>Opening unspent appropriation balance</i>	29,129	26,444
Annual appropriation	141,719	145,956
Section 74 receipts	15,632	17,818
Available appropriation	186,480	190,218
Appropriation applied	(161,988)	(161,089)
Closing unspent appropriation	24,492	29,129
Balance comprises of:		
Ordinary annual services	13,063	19,098
Capital Budget	11,429	10,031
Closing unspent appropriation	24,492	29,129
<i>Represented by:</i>		
Appropriation (Parliamentary Departments) Act (No. 1) 2019-20	15,890	-
Supply (Parliamentary Departments) Act (No. 1) 2019-20	7,093	-
Appropriation (Parliamentary Departments) Act (No. 2) 2018-19	304	2,510
Appropriation (Parliamentary Departments) Act (No. 1) 2018-19	1,205	26,619
Total departmental	24,492	29,129

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')		
	2020	2019
	\$'000	\$'000
Administered appropriation		
Ordinary annual services	11,565	6,249
Assets and liabilities	50,632	45,426
Total appropriation available¹	62,197	51,675
Appropriation applied	(80,533)	(78,132)
Variance²	(18,336)	(26,457)

¹ Administered assets and liabilities are appropriated through *Parliamentary Appropriation Act (No. 1)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

² The variance primarily relates to projects funded from prior year appropriations.

Note 5.1D: Unspent annual appropriations ('Recoverable GST exclusive')		
	2020	2019
	\$'000	\$'000
Administered		
<i>Opening unspent appropriation balance</i>	55,317	81,774
Annual appropriation	62,197	51,675
Available appropriation	117,514	133,449
Appropriation applied	(80,533)	(78,132)
Closing unspent appropriation	36,981	55,317
Balance comprises of:		
Ordinary annual services	4,265	4,675
Assets and liabilities	32,716	50,642
Closing unspent appropriation	36,981	55,317
<i>Represented by:</i>		
Appropriation (Parliamentary Departments) Act (No. 1) 2019-20	18,366	-
Supply (Parliamentary Departments) Act (No. 1) 2019-20	18,615	-
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
Total administered	36,981	55,317

Note 5.1E: Disclosure by agent in relation to annual and special appropriations ('Recoverable GST exclusive')

		Appropriations applied	
		2020	2019
Department of Finance	Relationship	\$'000	\$'000
Total receipts	Provision of electorate office	21,938	21,942
Total payments	Information Technology services	(21,938)	(21,942)
Total receipts	Provision of Auspic services	250	244
Total payments		(250)	(244)
Total receipts	Information Technology services for former Prime Ministers	272	49
Total payments		(272)	(49)

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

	2020	2019
	\$'000	\$'000
Note 6.1A: Employee benefits		
Wages and salaries	69,924	66,527
Superannuation		
Defined contribution plans	8,325	7,331
Defined benefit plans	6,191	6,989
Leave and other entitlements	9,534	10,598
Separation and redundancies	1,401	1,414
Other	1,423	1,127
Total employee benefits	96,798	93,986
Note 6.1B: Employee provisions		
Annual leave	9,826	9,019
Long service leave	18,684	17,998
Total employee provisions	28,510	27,017

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 2020. 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 (2018-19: Nil).

6.3. Key management personnel remuneration

AASB 124 defines key management personnel (KMP) as those persons having authority and responsibility for planning, directing and controlling the activities of the department, directly or indirectly (excluding those subject to a fee-for-service contract arrangement where the department is not the direct employer).

The department has determined the KMP to be the Presiding Officers, the Secretary and direct reports to the Secretary, being, the Deputy Secretary, the Parliamentary Librarian and the Chief Information Officer.

In 2018-19, the KMP also included the First Assistant Secretary Building and Security, the Chief Operating Officer and the Chief Finance Officer.

The KMP remuneration is reported in the table below:

	2020	2019
	\$'000	\$'000
Short-term employee benefits	1,365	1,842
Post-employment benefits	173	267
Other long-term employee benefits	51	73
Termination benefits	-	289
Total KMP remuneration expenses¹	1,589	2,471

The total number of KMP included in the above table is 4 individuals (2019: 8 individuals). The decrease between years is due to KMP being redefined.

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 six months.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

7. Managing uncertainties

This section analyses how the department manages financial risks within its operating environment.

7.1. Contingent assets and liabilities

The department does not have any significant quantifiable contingent assets or liabilities, nor does it have any significant unquantifiable contingent assets or liabilities.

Unquantifiable or remote contingent liabilities/assets

In the normal course of business, the department has a number of items that are either unquantifiable or are not considered probable. At the date of this report, the department does not consider the outcome of any such matters likely to have a significant effect on its operations or financial position.

Accounting policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

7.2. Financial instruments

Accounting policy

Financial assets

Financial assets are recognised when the department becomes a party to a contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial assets at amortised cost

Financial assets included in this category need to meet two criteria:

- a) the financial asset is held in order to collect the contractual cash flows, and
- b) the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective interest method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the general approach which measures the loss allowance based on the amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial liabilities

Financial liabilities are recognised and derecognised upon 'trade date'.

Financial liabilities at amortised cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost.

Liabilities are recognised to the extent that the goods or services have been received, irrespective of having been invoiced.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2020	2019
	\$'000	\$'000
Note 7.2A: Categories of financial instruments		
Financial assets at amortised cost		
Cash and cash equivalents	1,097	1,143
Trade and other receivables - Goods and services	<u>978</u>	<u>960</u>
Total financial assets at amortised cost	<u>2,075</u>	<u>2,103</u>
Total financial assets	<u>2,075</u>	<u>2,103</u>
Financial liabilities		
Financial liabilities measured at amortised cost		
Payables - Suppliers	<u>5,437</u>	<u>3,590</u>
Total financial liabilities measured at amortised cost	<u>5,437</u>	<u>3,590</u>
Total financial liabilities	<u>5,437</u>	<u>3,590</u>

7.3. Administered – Financial instruments

	2020	2019
	\$'000	\$'000
Note 7.3A: Categories of financial instruments		
Financial liabilities		
Financial liabilities measured at amortised cost		
Payables - Suppliers	<u>18,403</u>	<u>5,123</u>
Total financial liabilities measured at amortised cost	<u>18,403</u>	<u>5,123</u>
Total financial liabilities	<u>18,403</u>	<u>5,123</u>

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

8. Other information

8.1. Aggregate assets and liabilities

	2020	2019
	\$'000	\$'000
Note 8.1A: Aggregate assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months	31,738	35,949
More than 12 months	91,216	96,045
Total assets	122,954	131,994
Liabilities expected to be settled in:		
No more than 12 months	20,268	14,000
More than 12 months	16,526	17,998
Total liabilities	36,794	31,998

Note 8.1B: Administered - Aggregate assets and liabilities

Assets expected to be recovered in:		
No more than 12 months	10,587	786
More than 12 months	2,657,417	2,595,372
Total assets	2,668,004	2,596,158
Liabilities expected to be settled in:		
No more than 12 months	19,596	5,840
Total liabilities	19,596	5,840





APPENDICES

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APPENDIX A: WORKFORCE STATISTICS

Staff profile by headcount

TABLE 41: Ongoing, non-ongoing, seasonal and casual employees as at 30 June 2020

Classification	Ongoing								Non-ongoing						Total
	Full-time		Part-time		Sessional		Casual		Full-time		Part-time		Sessional		
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
APPSL2 (Apprentice)	1	0	0	0	0	0	0	0	3	2	0	0	0	0	6
PSL 1	8	0	0	1	0	0	5	5	1	4	0	0	0	0	24
PSL 1-2*	113	21	0	1	6	1	11	1	3	0	0	0	0	0	157
PSL 1-2-3*	6	1	0	0	0	0	0	0	0	0	0	0	0	0	7
PSL 2	23	13	2	0	3	1	12	10	10	3	0	0	0	0	77
PSL 2-3*	20	0	0	0	0	0	0	0	3	0	0	0	0	0	23
PSL 3	28	13	0	1	0	0	3	6	5	3	0	1	0	0	60
PSL 3 (Graduate)	0	5	0	0	0	0	0	0	0	0	0	0	0	0	5
PSL 4	53	39	0	9	0	0	5	3	9	4	0	6	0	0	128
PSL 4-5*	15	9	0	1	0	0	0	0	1	2	0	0	0	0	28
PSL 5	43	28	1	7	0	0	0	0	5	6	0	1	0	0	91
PSL 5-6*	9	15	0	2	3	11	0	3	0	0	0	0	0	1	44
PSL 6	71	46	0	9	0	0	1	0	1	4	0	4	0	0	136
PEL 1	77	56	5	11	0	0	2	6	7	4	2	1	0	0	171
PEL 2	34	16	0	1	0	0	0	1	2	1	0	0	0	0	55
SES 1	9	4	0	0	0	0	0	0	0	0	0	0	0	0	13
SES 2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
SES 3	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2
Parliamentary Librarian	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Secretary	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Total	513	267	8	43	12	13	39	35	51	34	2	13	0	1	1,031

Notes:

Staffing figures extracted from DPS Payroll, 8 July 2020.

* denotes a broadband classification.

TABLE 42: Ongoing, non-ongoing, sessional and casual employees as at 30 June 2019

Actual headcount Classification	Ongoing								Non-ongoing						Total
	Full-time		Part-time		Sessional		Casual		Full-time		Part-time		Sessional		
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
APPSL2 (Apprentice)	0	0	0	0	0	0	5	3	0	0	0	0	0	0	8
PSL 1	7	0	0	0	0	0	2	1	0	3	0	0	3	10	26
PSL 1-2*	101	16	0	0	11	1	4	0	0	0	0	0	15	3	151
PSL 1-2-3*	7	1	0	0	0	0	0	0	0	0	0	0	0	0	8
PSL 2	19	7	2	2	3	1	8	6	0	0	0	0	11	13	72
PSL 2-3*	20	0	0	0	0	0	2	0	0	0	0	0	0	0	22
PSL 3	25	10	1	2	0	0	5	5	1	2	0	0	5	6	62
PSL 4	52	36	0	11	0	0	7	11	0	5	0	0	6	4	132
PSL 4-5*	17	8	0	2	0	0	0	0	0	0	0	0	0	0	27
PSL 4-5* (Graduate)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
PSL 5	44	21	0	9	0	0	4	8	1	1	0	0	0	0	88
PSL 5-6*	9	17	0	3	5	10	0	0	0	0	0	0	0	3	47
PSL 6	77	49	1	6	0	0	6	2	1	3	0	0	1	0	146
PEL 1	76	54	9	13	0	0	10	5	1	1	0	0	4	5	178
PEL 2	28	17	1	3	0	0	2	1	0	0	0	0	0	0	52
SES 1	11	4	0	0	0	0	0	0	0	0	0	0	0	0	15
SES 2	2	1	0	0	0	0	0	0	0	0	0	0	0	0	3
SES 3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Secretary	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	495	242	14	51	19	12	56	44	4	15	0	0	45	44	1,041

Notes:

Staffing figures extracted from DPS Payroll 12 July 2019.

*denotes a broadband classification.

TABLE 43: 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 and the Chief Information Officer. As the Presiding Officers are not paid by DPS, they are not included in the table. Further information on remuneration policy can be found under Governance: Our people.

The KMP remuneration is reported in the table below:

Name	Position title	Short-term benefits			Other benefits and allowances ²	Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration ³
		Base salary	Bonuses	allowances ²			Long service leave	Other long-term benefits		
Robert Stefanic ¹	Secretary	448,804.97	0	3,176.79	21,167.73	12,855.84	0	0	486,005.33	
Catherine Saunders	Deputy Secretary	359,116.29	0	3,176.79	51,640.60	12,051.36	0	0	425,985.04	
Antony Stinziani	Chief Information Officer	263,273.06	0	3,176.79	48,203.80	13,795.87	0	0	328,449.52	
Dianne Heriot ¹	Parliamentary Librarian	280,981.00	0	3,176.79	52,227.05	11,965.76	0	0	348,350.60	

Notes:

1. The Secretary and the Parliamentary Librarian are statutory office holders whose remuneration determinations are tabled in the Parliament and gazetted.
2. Amounts reported under "other benefits and allowances" relate to fringe benefits on carpark.
3. The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.

TABLE 44: Remuneration paid to executives during the reporting period

The following table shows 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 2019–30 June 2020

Total remuneration bands	Number of senior executives	Short-term benefits			Post-employment benefits		Other long-term benefits			Termination benefits		Total remuneration ¹
		Average base salary	Other benefits and allowances ²	Average superannuation contributions	Average long service leave	Average long-term long-term benefits	Other long-term benefits	Average termination benefits	Average total remuneration			
\$0 - \$220,000	5	121,589.60	3,125.17	20,611.83	-6,709.26	0	0	0	138,617.34			
\$220,001 - \$245,000	0	0	0	0	0	0	0	0	0			
\$245,001 - \$270,000	3	211,483.00	3,176.79	31,433.33	9,614.32	0	0	0	255,707.44			
\$270,001 - \$295,000	4	239,798.83	3,112.26	31,574.26	9,135.55	0	0	0	283,620.90			
\$295,001 - \$320,000	2	244,534.57	3,176.79	43,068.24	9,326.36	0	0	0	300,105.96			
\$320,001 - \$345,000	0	0	0	0	0	0	0	0	0			
\$345,001 - \$370,000	0	0	0	0	0	0	0	0	0			
\$370,001 - \$395,000	0	0	0	0	0	0	0	0	0			
\$395,001 - \$420,000	0	0	0	0	0	0	0	0	0			
\$420,001 - \$445,000	0	0	0	0	0	0	0	0	0			
\$445,001 - \$470,000	0	0	0	0	0	0	0	0	0			

Total remuneration bands	Number of senior executives	Short-term benefits		Post-employment benefits		Other long-term benefits		Termination benefits		Total remuneration ¹
		Average base salary	Other benefits and allowances ²	Average superannuation contributions	Average long service leave	Other long-term benefits	Average termination benefits	Average total remuneration		
\$470,001 - \$495,000	0	0	0	0	0	0	0	0	0	0
\$495,001 - ...	1	227,353.37	3,176.79	35,069.22	5,647.58	0	224,278.39	495,525.35		

Notes:

Table includes all senior executives, both substantive and those who acted for periods greater than 6 months, who received remuneration during the reporting period. It includes those who were engaged for part of the year. Where executives were acting in a role, only remuneration paid during the period of acting is included.

1. The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.

2. Amounts reported under "other benefits and allowances" relate to fringe benefits on carpark.

TABLE 45: Remuneration paid to other highly paid staff during the reporting period.

The following table shows 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 2019–30 June 2020

Total remuneration bands	Number of other highly paid staff	Short-term benefits		Post-employment benefits		Other long-term benefits		Termination benefits	Total remuneration ¹
		Average base salary	Average benefits and allowances ²	Average superannuation contributions	Average long service leave	Average long-term benefits	Average termination benefits		
\$225,001 - \$245,000	2	174,134.70	3,176.79	26,975.26	31,333.02	0	0	0	235,619.77
\$245,001 - \$270,000	3	211,399.52	3,176.79	29,752.33	11,087.68	0	0	0	255,416.31
\$270,001 - \$295,000	0	0	0	0	0	0	0	0	0
\$295,001 - \$320,000	1	233,744.74	3,176.79	41,193.75	19,996.48	0	0	0	298,111.77
\$320,001 - \$345,000	0	0	0	0	0	0	0	0	0
\$345,001 - \$370,000	0	0	0	0	0	0	0	0	0
\$370,001 - \$395,000	1	158,013.59	2,859.11	34,909.42	13,790.13	0	167,376.04	0	376,948.29
\$395,001 - \$420,000	0	0	0	0	0	0	0	0	0
\$420,001 - \$445,000	0	0	0	0	0	0	0	0	0
\$445,001 - \$470,000	0	0	0	0	0	0	0	0	0
\$470,001 - \$495,000	0	0	0	0	0	0	0	0	0
\$495,001 - ...	0	0	0	0	0	0	0	0	0

Notes:

1. The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.
2. Amounts reported under "other benefits and allowances" relate to fringe benefits on carpark.

Remuneration

TABLE 46: Actual salary ranges (excluding casual rates) as at 30 June 2020

	Minimum salary	Maximum salary
SES 3	\$333,756	\$364,130
SES 2	\$261,911	\$290,178
SES 1	\$203,238	\$233,747
PEL 2	\$120,335	\$142,687
PEL 1	\$103,329	\$117,977
PSL 6	\$84,910	\$95,433
PSL 5	\$77,594	\$83,246
PSL 4	\$70,010	\$76,074
PSL 3	\$65,682	\$68,638
PSL 2	\$59,851	\$64,252
PSL 1	\$46,270	\$58,676
Other	0	0
Minimum/maximum range	0	0

TABLE 47: All ongoing employees in current report period (2019–20) as at 30 June 2020, Management of Human Resources

	Male		Female		Indeterminate		Total
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	
NSW	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0
ACT	513	20	533	267	56	323	856
NT	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0
Total	513	20	533	267	56	323	856

Notes: DPS only operates in the ACT. Staffing figures extracted from DPS Payroll 8 July 2020. Part-time employees include "sessional part-time" arrangements.

TABLE 48: All non-ongoing employees current report period (2019–20) as at 30 June 2020

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Irregular/Intermittent (casual)	Full-time	Part-time	Irregular/Intermittent (casual)	Full-time	Part-time	Irregular/Intermittent (casual)	
NSW	0	0	0	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0	0	0	0
ACT	51	2	39	34	14	35	83	0	0	175
NT	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0
Total	51	2	39	92	34	35	83	0	0	175

Notes: DPS only operates in the ACT. Staffing figures extracted from DPS Payroll 8 July 2020. Figures include DPS Secretary and the Parliamentary Librarian.

TABLE 49: All ongoing employees previous report period (2018–19) as at 30 June 2019

	Male		Female		Indeterminate		Total
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time	
NSW	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0
ACT	495	33	528	242	63	305	833
NT	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0
Total	495	33	528	242	63	305	833

Notes: DPS only operates in the ACT. Staffing figures extracted from DPS Payroll 12 July 2019. Part-time employees include "sessional part-time" arrangements.

TABLE 50: All non-ongoing employees previous report period [2018–19] as at 30 June 2019

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Irregular/Intermittent (casual)	Full-time	Part-time	Irregular/Intermittent (casual)	Full-time	Part-time	Irregular/Intermittent (casual)	
NSW	0	0	0	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0	0	0	0
ACT	56	4	45	105	44	15	44	103	0	208
NT	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0
Total	56	4	45	105	44	15	44	103	0	208

Notes: DPS only operates in the ACT. Staffing figures extracted from DPS Payroll 12 July 2019. Part-time employees include “seasonal part-time” arrangements.

TABLE 51: Ongoing employees current report period (2019–20) as at 30 June 2020

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time#	
SES 3	1	0	1	0	0	0	2
SES 2	2	0	0	0	0	0	2
SES 1	9	0	4	0	0	0	13
PEL 2	34	0	16	1	0	0	51
PEL 1	77	5	56	11	0	0	149
PSL 6	71	0	46	9	0	0	126
PSL 5-6*	9	3	15	13	0	0	40
PSL 5	43	1	28	7	0	0	79
PSL 4-5*	15	0	9	1	0	0	25
PSL 4	53	0	39	9	0	0	101
PSL 3 (Graduate)	0	0	5	0	0	0	5
PSL 3	28	0	13	1	0	0	42
PSL 2-3*	20	0	0	0	0	0	20
PSL 2	23	5	13	1	0	0	42
PSL 1-2-3*	6	0	1	0	0	0	7
PSL 1-2*	113	6	21	2	0	0	142

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time#	
PSL 1	8	0	0	1	0	0	9
APPSL2 (Apprentice)	1	0	0	0	0	0	1
Total	513	20	267	56	0	0	856

Notes: Staffing figures extracted from DPS Payroll 8 July 2020.

#Part-time figures include part-time "seasonal" employees.

*denotes a broadband classification.

TABLE 52: Ongoing employees previous report period (2018–19) as at 30 June 2019.

	Male		Female		Indeterminate		Total
	Full-time	Part-time#	Full-time	Part-time#	Full-time	Part-time	
SES 3	0	0	1	0	0	0	1
SES 2	2	0	1	0	0	0	3
SES 1	11	0	4	0	0	0	15
PEL 2	28	1	17	3	0	0	49
PEL 1	76	9	54	13	0	0	152
PSL 6	77	1	49	6	0	0	133
PSL 5-6*	9	5	17	13	0	0	44
PSL 5	44	0	21	9	0	0	74
PSL 4-5*	17	0	8	2	0	0	27
PSL 4	52	0	36	11	0	0	99
PSL 3	25	1	10	2	0	0	38
PSL 2-3*	20	0	0	0	0	0	20
PSL 2	19	5	7	3	0	0	34
PSL 1-2-3*	7	0	1	0	0	0	8
PSL 1-2*	101	11	16	1	0	0	129
PSL 1	7	0	0	0	0	0	7
Total	495	33	242	63	0	0	833

Notes: Staffing figures extracted from DPS Payroll 12 July 2019.

#Part-time figures include part-time "seasonal" employees.

*denotes a broadband classification.

TABLE 53: Non-ongoing employees current report period (2019–20) as at 30 June 2020

	Male			Female			Indeterminate			Total	
	Full-time	Part-time#	Casual	Full-time	Part-time#	Casual	Full-time	Part-time	Casual		Total
Secretary	1	0	0	1	0	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	1	0	0	1	0	0	0	1
PEL2	2	0	0	2	1	0	1	2	0	0	4
PEL1	7	2	2	11	4	1	6	11	0	0	22
PSL 6	1	0	1	2	4	4	0	8	0	0	10
PSL 5-6*	0	0	0	0	0	1	3	4	0	0	4
PSL 5	5	0	0	5	6	1	0	7	0	0	12
PSL 4-5*	1	0	0	1	2	0	0	2	0	0	3
PSL 4	9	0	5	14	4	6	3	13	0	0	27
PSL 3	5	0	3	8	3	1	6	10	0	0	18
PSL 2-3	3	0	0	3	0	0	0	0	0	0	3
PSL 2	10	0	12	22	3	0	10	13	0	0	35
PSL 1-2*	3	0	11	14	0	0	1	1	0	0	15
PSL 1	1	0	5	6	4	0	5	9	0	0	15
APPSL2 (Apprentice)	3	0	0	3	2	0	0	2	0	0	5
Total	51	2	39	92	34	14	35	83	0	0	175

Notes: Staffing figures extracted from DPS Payroll 8 July 2020.

#Part-time figures include part-time “seasonal” employees.

*denotes a broadband classification.

TABLE 54: Non-ongoing employees previous report period (2018–19) as at 30 June 2019

	Male		Female		Indeterminate		Total		
	Full-time	Part-time#	Casual	Total	Full-time	Part-time		Casual	Total
Secretary	1	0	0	1	0	0	0	0	1
Parliamentary Librarian	0	0	0	0	1	0	0	1	0
PEL 2	2	0	0	2	1	0	0	1	0
PEL 1	10	1	4	15	5	1	5	11	0
PSL 6	6	1	1	8	2	3	0	5	0
PSL 5-6*	0	0	0	0	0	0	3	3	0
PSL 5	4	1	0	5	8	1	0	9	0
PSL 4-5* (Graduate)	0	0	0	0	1	0	0	1	0
PSL 4	7	0	6	13	11	5	4	20	0
PSL 3	5	1	5	11	5	2	6	13	0
PSL 2-3*	2	0	0	2	0	0	0	0	0
PSL 2	8	0	11	19	6	0	13	19	0
PSL 1-2*	4	0	15	19	0	0	3	3	0
PSL 1	2	0	3	5	1	3	10	14	0
APPSL2	5	0	0	5	3	0	0	3	0
Total	56	4	45	105	44	15	44	103	0

Notes: Staffing figures extracted from DPS Payroll 12 July 2019.

#Part-time figures include part-time "seasonal" employees.

*denotes a broadband classification.

TABLE 55: Employees by full-time and part-time status current report period (2019–20) as at 30 June 2020

	Ongoing		Non-ongoing			Total
	Full-time	Part-time [#]	Full-time	Part-time [#]	Casual	
Secretary	0	0	1	0	0	1
Parliamentary Librarian	0	0	1	0	0	1
SES 3	2	0	0	0	0	2
SES 2	2	0	0	0	0	2
SES 1	13	0	0	0	0	13
PEL 2	50	1	3	0	1	55
PEL 1	133	16	11	3	8	171
PSL 6	117	9	5	4	1	136
PSL 5-6*	24	16	0	1	3	44
PSL 5	71	8	11	1	0	91
PSL 4-5*	24	1	3	0	0	28
PSL 4	92	9	13	6	8	128
PSL 3 (Graduate)	5	0	0	0	0	5
PSL 3	41	1	8	1	9	60
PSL 2-3	20	0	3	0	0	23
PSL 2	36	6	13	0	22	77
PSL 1-2-3*	7	0	0	0	0	7
PSL 1-2*	134	8	3	0	12	157
PSL 1	8	1	5	0	10	24
APPSL2 (Apprentice)	1	0	5	0	0	6
Total	780	76	85	16	74	1,031

Notes:

Staffing figures extracted from DPS Payroll, 8 July 2020.

#Part-time figures include part-time “sessional” employees.

*denotes a broadband classification.

TABLE 56: Full-time and part-time status previous report period (2018–19) as at 30 June 2019

	Ongoing			Non-ongoing			Total	
	Full-time	Part-time#	Total	Full-time	Part-time#	Casual		Total
Secretary	0	0	0	1	0	0	0	1
Parliamentary Librarian	0	0	0	1	0	0	0	1
SES 3	1	0	1	0	0	0	0	1
SES 2	3	0	3	0	0	0	0	3
SES 1	15	0	15	0	0	0	0	15
PEL 2	45	4	49	3	0	0	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	0	0	3	3	47
PSL 5	65	9	74	12	2	0	14	88
PSL 4-5* (Graduate)	0	0	0	1	0	0	1	1
PSL 4-5*	25	2	27	0	0	0	0	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	0	20	2	0	0	2	22
PSL 2	26	8	34	14	0	24	38	72
PSL 1-2-3*	8	0	8	0	0	0	0	8
PSL 1-2*	117	12	129	4	0	18	22	151
PSL 1	7	0	7	3	3	13	19	26
APPSL2 (Apprentice)	0	0	0	8	0	0	8	8
Total	737	96	833	100	19	89	208	1,041

Notes:

Staffing figures extracted from DPS Payroll 12 July 2019.

#Part-time figures include part-time "sessional" employees.

*denotes a broadband classification.

TABLE 57: Employment type by location current report period (2019–20)

	Ongoing	Non-ongoing	Total
NSW	0	0	0
Qld	0	0	0
SA	0	0	0
Tas	0	0	0
Vic	0	0	0
WA	0	0	0
ACT	856	175	1,031
NT	0	0	0
External Territories	0	0	0
Overseas	0	0	0
Total	856	175	1,031

Notes:

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll 8 July 2020.
Non-ongoing figures include DPS Secretary and Parliamentary Librarian.

TABLE 58: Employment type by location previous report period (2018–19)

	Ongoing	Non-ongoing	Total
NSW	0	0	0
Qld	0	0	0
SA	0	0	0
Tas	0	0	0
Vic	0	0	0
WA	0	0	0
ACT	833	208	1,041
NT	0	0	0
External Territories	0	0	0
Overseas	0	0	0
Total	833	208	1,041

Notes:

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll 12 July 2019.
Non-ongoing figures include DPS Secretary and Parliamentary Librarian.

TABLE 59: Indigenous employment current report period (2019–20)

	Ongoing
Ongoing	18
Non-ongoing	4
Total	22

Notes:

Staffing figures extracted from DPS Payroll 8 July 2020.

TABLE 60: Indigenous employment previous report period (2018–19)

	Ongoing
Ongoing	16
Non-ongoing	7
Total	23

Notes:

Staffing figures extracted from DPS Payroll 12 July 2019.

APPENDIX B: ENVIRONMENTAL MANAGEMENT

Environmental management

DPS reports annually on its environmental performance consistent with the *Environment Protection and Biodiversity Conservation Act 1999* [EPBC Act].

It also reports under the *National Environment Protection Measures (Implementation) Act 1998*.

In 2019–20 the department monitored its environmental performance and implemented measures to improve the impact of its activities on the environment.

Activities at Parliament House including maintenance, engineering, landscaping, information and communications technology, catering and office-based services are those most likely to affect the environment.

TABLE 61: Monitored water and energy use, emissions and waste 2017–20

Indicator	2017–18	2018–19	2019–20
Building energy use			
Energy Consumption—Parliament House building (GJ)	140,380	142,451	145,529
Energy Consumption—Minter Ellison building (GJ)	603	679	606
Vehicle use			
Total number of fleet vehicles	2	2	2
Total fuel purchased (litres)	1,465	1,166	1,726
Total distance travelled (klms)	12,149	6,549	16,512
Direct greenhouse emissions of fleet (tonnes CO ₂ -e)	3.65	3.34	4.94
Fuel and gas			
Landscape fuel—diesel (litres)	4,845	6,127	6,595
Landscape fuel—petrol (litres)	2,058	2,255	2,426
LPG (litres)	2,925	3,205	3,357
Boilers—diesel (litres)	3,331	4,389	3,052
Generators—diesel (litres)	9,130	9,420	5,620
Greenhouse emmssions (tonnes CO₂-e)			
Scope 1—emissions at the source of activity that DPS has direct responsibility	2,635	2,862	3,702

Indicator	2017–18	2018–19	2019–20
Scope 2—emissions generated elsewhere that DPS has direct responsibility	20,810	20,084	19,610
Scope 3—indirect emissions that DPS has little control over	3,652	3,146	3,191
Water consumption			
Building water consumption (KL)	93,255	121,200	152,303
Landscape water consumption (KL)	106,542	120,626	107,594
Resource efficiency and waste			
Total office paper purchased (kg)	Not reported	Not reported	11,420
Percentage of office paper purchased with recycled content or carbon neutral certified (%)	Not reported	Not reported	98 %
Office paper recycled (tonnes)	165	170	138
Total waste produced (tonnes)	973	997	980
Percentage of waste diverted from landfill (%)	58	62	62

Transport energy use

The department's vehicle fleet is used by Landscape Services. Other transport energy includes fuel used in onsite maintenance and loading dock vehicles, many of which operate on electric power to reduce emissions.

Energy use and energy-saving initiatives

Parliament House building energy use comprises:

- natural gas for heating, general hot water and in kitchens
- electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment, and
- diesel, mainly for testing emergency back-up generators.

Projects and energy-saving initiatives progressed in 2019–20 include:

- upgrading of all 42 lifts in the building with new mechanical components that will use 30 per cent less energy. Works are due to be completed by December 2020, and
- upgrading the heating and cooling air systems. This will improve energy efficiency and reduce greenhouse gas emissions. This project is currently in design stage with completion expected in 2021–22.

Air conditioning upgrade project

In May 2020 works commenced to replace Parliament House air conditioning units which are at end of life or that have refrigerants that contain ozone depleting substances. These works are scheduled to be finished in October 2021.

Kitchen upgrade project

In 2019 work commenced on the Parliament House kitchens to incorporate more energy and water-efficient equipment including new larger commercial dishwashers that will use 40 per cent less water and 55 per cent less energy. The works are due for completion in December 2020.

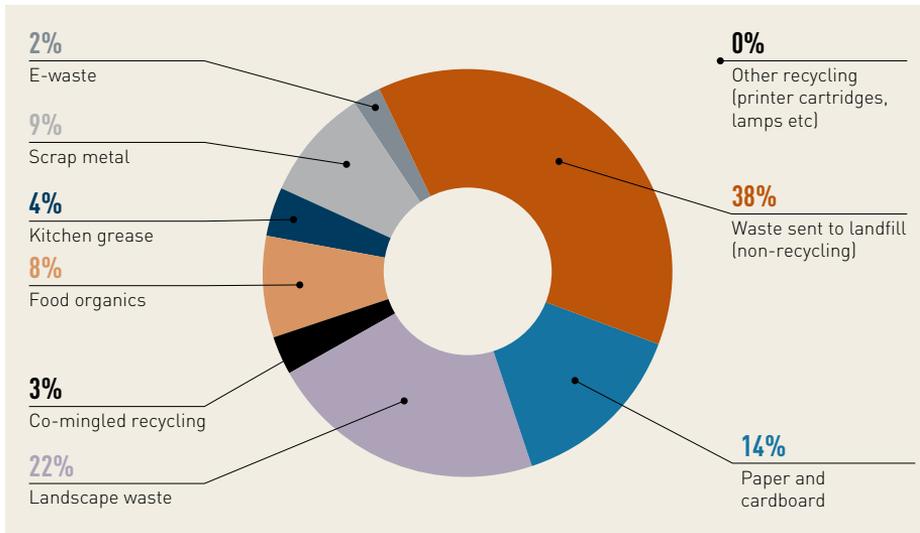
Recycling and waste management

Parliament House's waste fluctuates throughout the year, depending on building occupancy, sitting patterns, construction projects, office refurbishments and election cycles.

In 2019–20 total general waste (excluding construction waste) sent to landfill was 375 tonnes. Measures undertaken to slow the spread of COVID-19 during 2019–20, including fewer events, remote working arrangements and better hygiene practices, have impacted recycling and waste rates.

TABLE 62: Breakdown of waste streams (recycling and non-recycling) in 2019–20

Waste type	Tonnes (2019–20)	% total
Waste sent to landfill (non-recycling)	375	38%
Paper and cardboard	138	14%
Landscape waste	218	22%
Co-mingled recycling	34	3%
Food organics	74	8%
Kitchen grease	41	4%
Scrap metal	84	9%
E-waste	16	2%
Other recycling (printer cartridges, lamps etc)	0.24	0%
Total	980	100%

FIGURE 27: Breakdown of main waste types (recycling and non-recycling) in 2019–20

Ozone-depleting substances

Chillers, air conditioning units, cool rooms and refrigerators at Parliament House use refrigerants that contain Ozone Depleting Substances (ODS). DPS is reducing the requirement for ozone-depleting gases by replacing older cooling equipment with equipment that uses more environmentally friendly refrigerants.

Many cool rooms at Parliament House operate on a 'glycol' fluid which is an environmentally safer refrigerant. Over the coming years, DPS will upgrade many of the building's smaller air conditioning units to ODS-free cooling units.

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 2019–20 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 2019–20 was as follows:

TABLE 63: Advertising costs (ex. GST)

Description	2018–19	2019–20
ACT Government— Chief Minister, Treasury and Economic Development	\$1,636.36	\$1,890.00
Canberra Convention Bureau	\$2,454.55	Nil
Dentsu X Mitchell	\$6,244.35	Nil
National Capital Education Tourism Project	Nil	Nil
Public Service News	Nil	Nil
Universal McCann	\$16,444.32	\$4,141.12
Total	\$26,779.58	\$6,031.12

DPS did not conduct any government advertising campaigns in 2019–20.

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. This 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 achieving 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

On page 12 of the Annual Report 2018–19, Program 1.2 was incorrectly identified as Program 2. There are no consequences for this transcription error.

On page 67 the content for measures 19 and 20 of Performance Criterion 7—Design Integrity Performance—were incorrectly transposed.

On page 148 the Employee turnover rate (total) was reported as 17.1. This should have been 17.1%.

On page 148 the number of Senior Executive Service (SES) officers covered by determinations under subsection 24(1) of the PS Act was reported as 19. Only 13 SES were covered by determinations under 24(1) of the PS Act six employees were acting SES Band 1, were not covered by a determination.

On pages 201 to 204 and 211, in Tables 44, 45, 46, 47, 54 and 55, the Northern Territory and External Territories were not listed. DPS only operates in the ACT.





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ACRONYMS AND ABBREVIATIONS

AAI—Accountable Authority Instructions

ABS—Australian Bureau of Statistics

ACSC—Australian Cyber Security Centre

ACT—Australian Capital Territory

AFP—Australian Federal Police

AIA—American Institute of Architects

ALIA—Australian Library and Information Association

AIPA—ASEAN Inter-Parliamentary Assembly

ANAO—Australian National Audit Office

AND—Australian Network on Disability

AO—Officer of the Order of Australia

APH—Australian Parliament House

APLA—Association of Parliamentary Libraries of Australasia

APPF—Asia Pacific Parliamentary Forum

APS—Australian Public Service

APSC—Australian Public Service Commission

ASL—Average Staffing Level

AUSLAN—Australian Sign Language

AUSPIC—Australian Government Photographer

BCR—Building Condition Rating

CMT—Competency Maintenance Training

COVID-19—Source of Coronavirus pandemic. CO for corona, 'VI' for virus, and 'D' for disease.

CPA—Commonwealth Parliamentary Association

CPRs—Commonwealth Procurement Rules

DISC—Design Integrity and Special Collections Unit

DPS—Department of Parliamentary Services

EIS—Early Intervention Scheme

EMMS—Electronic Media Monitoring Service

EPBC Act—*Environment Protection and Biodiversity Conservation Act 1999*

ESCR—Engineering Systems Condition Rating

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
HACCP—Hazard Analysis and Critical Control Points
HCOs—Harassment Contact Officers
HIA—Head of Internal Audit
HSRs—Health and Safety Representatives
IAGDP—Indigenous Australian Government Development Program
IAP—Indigenous Apprenticeship Program
ICT—Information and Communication Technology
IFLA—International Federation of Library Associations and Institutions
IFLAPARL—International Federation of Library Associations and Institutions for Parliaments Section
ILS—Integrated Library System
IST—Initial Security Training
JSCPL—Joint Standing Committee on the Parliamentary Library
KMP—Key Management Personnel
KPIs—Key Performance Indicators
LCR—Landscape Condition Rating
LFRAIA—Life Fellow of the Australian Institute of Architects
LPG—Liquefied Petroleum Gas
MP—Member of Parliament
NAIDOC—National Aborigines and Islanders Day Observance Committee
OAM—Medal of the Order of Australia
ODS—Ozone-Depleting Substances
OPC—Office of Parliamentary Counsel
PBS—Portfolio Budget Statements
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*

PPE—Personal Protective Equipment

PS Act—*Parliamentary Service Act 1999*

PSL—Parliamentary Service Levels

PSS—Parliamentary Security Service

RAP—Reconciliation Action Plan

SA—Services Australia

SAP—DPS financial management system

SES—Senior Executive Service

SMEs—Small and Medium Enterprises

WAN—Wide Area Network

WEX—Work Exposure in Government

WHS—Work Health and Safety

WHS Act—*Work Health and Safety Act 2011*

GLOSSARY

Term	Description
Accountable Authority	The accountable authority of DPS (a non-corporate Commonwealth entity under the PGPA Act) is the Secretary of the department who has responsibility for, and control over, the entity's operations.
Activities	The actions/functions performed by agencies to deliver government policies.
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. 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 <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA Act).
Annual Performance Statements	A document prepared by entities to report to what extent they have fulfilled their 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 Collections.
AUSPIC	Provides photographic services under the <i>Parliamentary Business Resources Act 2017</i> and to other government entities on a fee-for-service basis.
Bills Digest	A guide written to assist members of Parliament when they consider a Bill.
Budget	The Australian Government Budget sets out the fiscal and economic outlook for Australia, and includes expenditure and revenue estimates for the current financial year, the budget year and the three forward financial years.
Building fabric	The basic elements making up a building; the structure without finishing or decoration.

Term	Description
Commonwealth Procurement Rules (CPRs)	The core procurement policy framework that articulates the Government's expectations for all agencies subject to the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA Act) and their officials, when performing duties in relation to procurement. These are published by the Department of Finance.
Corporate Governance	The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control. These processes are issued by the Department of Finance.
Corporate Plan	A planning document for entities to set out their purpose(s), what they will do to achieve the purpose(s) and how they will know they have achieved the purpose(s).
Departmental Item	Resources (assets, liabilities, revenues and expenses) that agency accountable authorities control directly. This includes outsourced activities funded and controlled by the agency. Examples of departmental items include agency running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program.
Enterprise Agreement	An agreement between DPS and its employees about terms and conditions of employment.
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 Collections	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the <i>Parliamentary Precincts Act 1988</i> . In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board (PICTAB)	A body established to oversee progress of the Parliamentary ICT Strategic Plan and to provide guidance to DPS on strategic objectives and outcomes.
ParlInfo Search	An online tool which enables the searching and downloading of parliamentary information including 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 <i>Parliamentary Service Act 1999</i> .
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.
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.

Term	Description
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.

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LIST OF REQUIREMENTS

PGPA Rule Reference

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(g)		Letter of transmittal	Mandatory
17AI	(i)	Letter of Transmittal	Mandatory
17AI	(ii)	Letter of Transmittal	Mandatory
17AD(h)	Aids to access		
17AJ(a)	(iii)–(v)	Table of contents	Mandatory
17AJ(b)	252	Alphabetical index.	Mandatory
17AJ(c)	236	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	243	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)	2–4	A review by the accountable authority of the entity	Mandatory
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	8	A description of the role and functions of the entity	Mandatory
17AE(1)(a)(ii)	15	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	9	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	8	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	131	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	131	Position of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(iii)	131	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
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 Statements, 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	44–78	Annual Performance statements 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)	166–199	A discussion and analysis of the entities financial performance.	Mandatory
17AF(1)(b)	10–14	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.
17AD(d)	Management and Accountability		
	Corporate Governance		
17AG(2)(a)	143	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

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(2) (b)(iii)	(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)	130–144	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2) (d)–(e)	144	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
Audit Committee			
17AG(2A) (a)	134	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A) (b)	135–139	The name of each member of the entity's audit committee.	Mandatory
17AG(2A) (c)	135–139	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A) (d)	135–139	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A) (e)	135–139	The remuneration of each member of the entity's audit committee.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
External Scrutiny			
17AG(3)	145	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	145	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)	N/A	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
Management of Human Resources			
17AG(4)(a)	146–160	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	202–221	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(b)		Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following:	Mandatory
	202	Statistics on staffing classification level;	
	213	Statistics on full-time employees;	
	213	Statistics on part-time employees;	
	213	Statistics on gender;	
	220	Statistics on staff location;	
	221	Statistics on employees who identify as Indigenous.	
17AG(4)(c)	154	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory
17AG(4)(c)(i)	154	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	208	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	155	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Assets Management			
17AG(5)	161	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)	161–163	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory
Consultants			
17AG(7)(a)	162	A summary 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 the previous reporting period; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST).	Mandatory
17AG(7)(b)	162	A statement that <i>"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]"</i> .	Mandatory
17AG(7)(c)	162	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	162	A statement that <i>"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."</i>	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
Australian National Audit Office Access Clauses			
17AG(8)	N/A	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
Exempt contracts			
17AG(9)	163	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)	163	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)	163	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)	163	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that <i>“[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.”</i>	If applicable, Mandatory
Financial Statements			
17AD(e)	166–199	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
Executive Remuneration			
17AD(da)	205		Mandatory
17AD(f) Other Mandatory Information			
17AH(1) (a)(i)	N/A	If the entity conducted advertising campaigns, a statement that <i>“During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”</i>	If applicable, Mandatory
17AH(1) (a)(ii)	226	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that <i>“Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”</i>	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AH(1)(c)	227	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	145	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)	228	Correction of material errors in previous annual report.	If applicable, mandatory
17AH(2)	82-127	Information required by other legislation.	Mandatory

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