



PARLIAMENT OF AUSTRALIA  
DEPARTMENT OF PARLIAMENTARY SERVICES

A photograph of the Australian Parliament building in Canberra, featuring its iconic three-pronged roof and the Australian flag flying from a tall pole. The building is surrounded by trees and a green fence. In the foreground, there are manicured hedges and a few people walking.

# ANNUAL REPORT 2023 2024



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PARLIAMENT OF AUSTRALIA  
DEPARTMENT OF PARLIAMENTARY SERVICES

**Letter of Transmittal from Secretary**

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

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

Dear President and Speaker

**Department of Parliamentary Services Annual Report 2023–24**

I am pleased to present the Department of Parliamentary Services Annual Report 2023–24 in accordance with section 65 of the *Parliamentary Service Act 1999* (PS Act) and section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The report includes the annual report for the Parliamentary Librarian as required by subsection 65(3) of the PS Act.

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

As required by section 10 and subsection 17AG(2) of the *Public Governance, Performance and Accountability Rule 2014*, I certify that the Department of Parliamentary Services (DPS) has:

- prepared fraud risk assessments and fraud control plans
- in place appropriate fraud prevention, detection, investigation and reporting mechanisms that meet its specific needs, and
- taken all reasonable measures to appropriately deal with fraud relating to DPS.

Following tabling of the Department of Parliamentary Services Annual Report 2023–24, the report will be available on the Parliament of Australia website [www.aph.gov.au](http://www.aph.gov.au) and the Transparency Portal [www.transparency.gov.au](http://www.transparency.gov.au)

Yours sincerely

**Jaala Hinchcliffe**

Acting Secretary

11 October 2024



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# SECRETARY'S REVIEW

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2023–24 in review

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## 2023–24 IN REVIEW



Clockwise from top: Visitors inspect the Australian National Flag at Parliament House open day; Visitors in the Members Hall at Parliament House open day; DPS technicians change the Australian National Flag above Parliament House

The Department of Parliamentary Services (DPS) enables the work of our national parliament. We proudly operate guided by the Parliamentary Service Values: committed to service; ethical; respectful; accountable; and impartial. We deliver our services according to our three strategic priorities: respond to the changing needs of the Parliament; enhance the Parliament's engagement with the community; and effective stewardship of Australian Parliament House (APH). During 2023–24, we continued to successfully achieve against these strategic priorities. I am proud of our strong collaborative culture and outline below just a fraction of our achievements that illustrate our strong collaboration.

## Accessibility

Our commitment to accessibility has been a large priority over the year. We continued to work with the parliamentary departments and the Parliamentary Workplace Support Service (PWSS) to support disability inclusion in the parliamentary service. In July we launched a new Parliamentary Services AccessABILITY Network, committed to recognising, supporting and improving workplace opportunities for people with disability.

The Parliamentary Access and Inclusion Champions Group (AICG) that includes the parliamentary departments, PWSS and the Department of Finance, started work on a new whole-of-parliament Accessibility and Inclusion Action Plan (AIAP) focused on reducing barriers to employment and improving accessibility for our people, clients, visitors and building occupants. A draft plan for broad consultation is anticipated in September 2024.

In December 2023, DPS received a report on the *Dignified Access and User Experience of Parliament House Review* (the Review). The Review was commissioned in partnership with the Australian Disability Network. It examined the physical infrastructure, policies and practices within Parliament House to increase accessibility and inclusion. The AICG has been tasked with:

- developing a consultation plan for the implementation of the Review's 330-plus recommendations
- implementing a governance process to provide progress updates and closure reports, and
- formulating communications to building occupants on accessibility matters.

I am pleased that the implementation of recommendations is already in progress.

## My Library Advice portal and upgraded Electronic Media Monitoring System (EMMS)

My Library Advice uses new information technology (IT) capability to store Library advice for each parliamentarian's office in a single location. This eases an administrative burden on offices by providing self-service access to previous advice. The new EMMS provides access to TV and radio news, current affairs programs, documentaries and other programs of interest. It enables clients to access resources through a new dashboard similar to popular streaming services. The new anytime self-service capabilities allow clients to access content on demand. These services resulted from strong collaboration across DPS and with our clients.

## 35th Anniversary Open Day

On 8 October 2023, the 35<sup>th</sup> anniversary of Parliament House was marked with an Open Day. In what was another major collaboration across DPS branches and the parliamentary departments, we welcomed more than 7,300 visitors and hosted activities people could participate in, including art exhibitions, talks and unique tours of Parliament House.

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## Parliament Shop and National Showcase

In 2023, the Parliament Shop received its first refresh in 27 years, another endeavour spanning various DPS branches. DPS engaged with original Parliament House architect Harold (Hal) Guida LFRAIA AIA, to ensure the shop design was contemporary and consistent with design intent. DPS also collaborated with makers and designers from around the country to create and source unique Australian products. The result is a collection showcasing products that celebrate Australian democracy, the institution of parliament and the design of Parliament House.

On 15 September 2023, our Presiding Officers launched the shop reopening and announced our National Showcase initiative. The selection of products is based on criteria such as design excellence, ethical and sustainable practices, Australian-made and small business.

## Best of the Capital Region

On 18 October 2023, DPS hosted the inaugural Capital Region Showcase. This brought around 50 cultural attractions, local artists and regional suppliers together inside 'the House' to Mural Hall to showcase the experiences the region offers. Attended by over 400 building occupants and visitors, the event was delivered by DPS in collaboration with the National Capital Attractions Association, Visit Canberra, and the Parliamentary Friends of the Capital Region.

## Electric vehicle charging

On 13 November 2023, the first 10 electric vehicle charging stations in the public carpark were launched by the Presiding Officers and Paralympian skier Michael Milton. The availability of the charging stations represented a first for the Parliamentary Triangle and included 2 charging stations for accessible carparking spaces. Our partnership with ActewAGL helps expand electric vehicle charging installations across the ACT in support of the National Electric Vehicle Strategy and the Australian Capital Territory (ACT) Government's Zero Emissions Vehicles Strategy. Fifty-eight charging stations were commissioned across the public and private car parks.

## Charitable events

In March 2024, DPS partnered with OzHarvest for a Cooking for a Cause initiative in the Great Hall kitchen. This extended our relationship with OzHarvest which has, since the start of our association, enabled over 8,700 kilos of food to be repurposed into more than 24,000 nutritious meals for vulnerable communities. The OzHarvest team worked alongside our APH Catering and Events team, Presiding Officers and a number of parliamentarians to transform rescued ingredients into meals.

On 20 June 2024, DPS partnered with St Vincent de Paul Society (Canberra/Goulburn) to host the 15th Vinnies CEO Sleepout in the public carpark. This event raised over \$850,000 to support much-needed homelessness services in the Canberra region and raise public awareness of homelessness.

## Swearing-in of the 28th Governor-General

While the swearing-in of Her Excellency the Honourable Sam Mostyn AC occurred on 1 July 2024, the ceremony was the outcome of a significant planning and logistics project. This project involved DPS, the Office of the Official Secretary to the Governor-General, Departments of the Senate and House of Representatives, Prime Minister and Cabinet, the Australian Federal Police and Australia's Federation Guard.

## Modern media

During the year, DPS delivered on initiatives to enhance digital engagement and accessibility to parliamentary proceedings. On 28 June 2024, parliamentary proceedings were streamed directly through YouTube, one of the world's most subscribed streaming platforms. The outcome is improved quality of the audio-visual broadcast to 4K, native translation in over 65 languages and improved accessibility features. This builds on earlier work in the year to stream Question Time audio as a podcast on all major streaming platforms.

## Zero-trust network architecture

DPS made considerable progress in maturing cyber security capability in 2023–24. Phase one of the department's zero-trust architecture program was delivered to improve user experience, enhance security and enhance mobility in an increasingly decentralised office environment. Importantly, this achievement is a key outcome of both the DPS and the whole-of-government cyber strategies.

## Acknowledgements

Having reflected on the last reporting period, I thank my fellow agency heads, Richard Pye (Clerk of the Senate), Claressa Surtees (Clerk of the House of Representatives), Stein Helgeby (Parliamentary Budget Officer) and interim Chief Executive Officer of the PWSS, Michelle Wicks, for their professional collaboration in serving the Parliament of Australia.

I thank the President of the Senate, Senator the Hon Sue Lines, and Speaker of the House of Representatives, the Hon Milton Dick MP, for their support, active engagement in our work and promotion of our endeavours.

Finally, and most importantly, I thank all of those who work at DPS for their professionalism and commitment to serving our common purpose throughout 2023–24. Their efforts enable the Parliament to effectively serve all Australians.

### Rob Stefanic

Secretary, Department of Parliamentary Services





# OVERVIEW

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## PURPOSE

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

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

We operate according to three strategic priorities:

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

DPS supports Parliament and parliamentarians through innovative, unified, and client-focused services.

## ROLE AND FUNCTIONS

DPS provides services and products to support the functions of the Parliament and the work of parliamentarians. The department collaborates with other parliamentary departments and provides or facilitates:

- library and research services
- information and communications technology (ICT) products and services around the nation
- broadcast and Hansard services
- physical and cyber security services
- building and grounds management
- art collection, exhibition and photography services
- design integrity of Parliament House and its landscape management services
- furniture and asset management services
- visitor services and the Parliament Shop
- catering and events management services
- health and wellbeing services
- licensed retail, physiotherapy, banking, and childcare services, and
- corporate, administrative and strategic services for DPS.

Highly capable and diverse staff are the department's greatest asset. They are vital to assuring the safe and effective stewardship of Parliament House.

## OUTCOMES AND PROGRAMS

DPS's 2023–24 Portfolio Budget Statements (PBS) has one outcome and one program.

**TABLE 1:** Performance measures for Outcome 1, DPS PBS

| Outcome 1 – Support the functions of Parliament and parliamentarians through the provision of professional services, advice, and facilities, maintain the Australian Parliament House and engage with the community. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Program 1.1—Parliamentary Services                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Key activities                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Respond to the changing needs of the Parliament:             <ul style="list-style-type: none"> <li>– ensure technology and infrastructure planning reflects the current and future needs of the Parliament, including secure access to digital information</li> <li>– continual review of physical security and cybersecurity systems and processes</li> <li>– maintain and enhance the flexible and accessible delivery of advice, information, research and services to reflect the current and evolving needs of our clients</li> <li>– ensure the work of the Parliament is recorded, reported and accessible, and</li> <li>– support the implementation of relevant recommendations from the <i>Review of the Parliamentary Workplace: Responding to Serious Incidents</i> and the <i>Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces</i>.</li> </ul> </li> <li>• Enhance the Parliament's engagement with the community:             <ul style="list-style-type: none"> <li>– advance digital engagement with parliamentary content</li> <li>– enhance the visitor experience at Parliament House</li> <li>– deliver retail and event services that facilitate parliamentary engagement, and</li> <li>– develop initiatives to foster an understanding of parliamentary democracy through the use of media, social media and collaborative relationships.</li> </ul> </li> <li>• Effective stewardship of Parliament House:             <ul style="list-style-type: none"> <li>– develop and implement asset maintenance programs to effectively maintain the Parliamentary precinct</li> <li>– embed the management of the Design Integrity Framework to ensure changes maintain or enhance the building and landscape</li> <li>– develop and implement appropriate strategic proposals for any adaptation of building uses while respecting the design intent for Parliament House, and</li> <li>– provide a safe and accessible environment for building occupants and visitors.</li> </ul> </li> </ul> |

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## DEPARTMENT STRUCTURE

DPS is one of four parliamentary departments established under the PS Act. The Australian Parliamentary Service, comprising of all four departments, provides professional support, advice and facilities to Parliament and parliamentarians. It does so independently of the Executive Government of the Commonwealth.

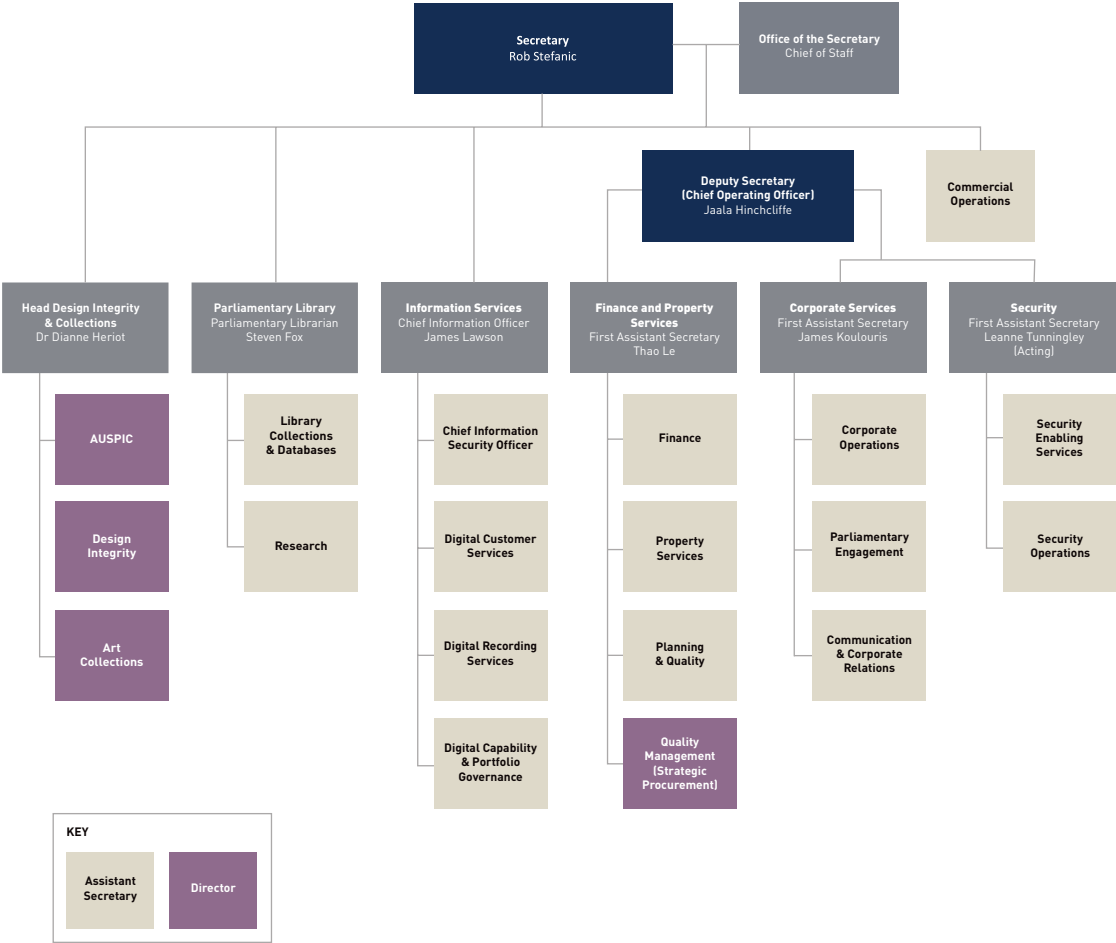
DPS is responsible to both Houses of Parliament through the Presiding Officers (the President of the Senate and the Speaker of the House of Representatives). During 2023–24, the President of the Senate’s role was held by Senator Sue Lines and the Speaker of the House of Representatives’ role was held by the Hon Milton Dick MP. The Secretary, Mr Rob Stefanic, is the administrative head and accountable authority of DPS.

The Parliamentary Librarian, Mr Steven Fox (a statutory office holder), is a member of the DPS Senior Executive team but reports directly to the Presiding Officers and the Joint Standing Committee on the Parliamentary Library (JSCPL), in respect of his statutory functions.

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

The DPS organisational chart is in Figure 1.

FIGURE 1: DPS organisational chart as at 30 June 2024



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## Secretary Group

The Secretary is supported by the Office of the Secretary. The following areas report directly to the Secretary:

- **Design Integrity and Collections Division**, established in September 2023 to oversee the:
  - **Design Integrity and Special Collections (DISC) unit**, which coordinates consultation on matters with the potential to affect the design intent of Parliament House and its precincts. This area ensures that changes will maintain or enhance the building and its precincts. It plays a critical role in consolidating and cataloguing all Parliament House records and resources that are integral to its design and construction.
  - **Art Collections**, which manages the Parliament House Art Collections. This includes sourcing acquisitions and managing the allocation and installation of artwork throughout Parliament House. This area manages conservation and preservation. It also develops and presents displays and exhibitions in the public areas. The area also conducts special tours of the Art Collection, responds to requests for reproductions and loans, and manages the commissioning process for the Historic Memorials Collection.
  - **Auspice (Australian Government Photographic Service)**, which provides photography services to the Parliament and other government entities on a fee-for-service basis.
- **Commercial Operations Branch** manages catering and events, tenancy licensing and the operation of the Health and Recreation Centre.
- **Information Services Division (ISD)** works with internal and external stakeholders to provide and manage ICT services and solutions that enable an open, secure and accessible Parliament. The division's four branches are:
  - **Digital Customer Services Branch**, which provides key operational support services as well as the maintenance of ICT systems supporting the functioning of the Parliament and electorate offices across the country.
  - **Digital Recording Services Branch**, which records, broadcasts and archives the audio and audio-visual record of chamber and committee proceedings. It also produces the official written record of parliamentary debates and committee hearings (Hansard).
  - **Cyber Security Branch**, which delivers cyber security services to predict, protect, detect and respond to cyber threats. It also delivers user education and awareness.
  - **Digital Capability and Operations Branch**, which provides application delivery and operations services, as well as the management and coordination of ICT projects, and workforce-planning activities.

## Deputy Secretary Group

These three areas report directly to the Deputy Secretary:

- **Finance and Property Services Division** with three branches and one section. The:
  - **Finance Branch** provides financial advice and related services to DPS.
  - **Property Services Branch** provides maintenance, landscape, furniture, office fit-out, asset management and capital works services.
  - **Planning and Quality Branch** provides project and accommodation planning, furniture collection refurbishment, building information modelling, sustainability reporting, strategic maintenance planning, and asset management.
  - **Quality Management (Strategic Procurement) section** provides advice to support all procurement and contract management activities. It also undertakes procurement-related reporting.
- **Corporate Services Division** with two branches and one section. The:
  - **Corporate Operations Branch** provides human resources, legal and governance services to DPS.
  - **Parliamentary Engagement Branch** delivers visitor and events management services for the parliament, building occupants and the broader community.
  - **Communication and Corporate Relations section** is responsible for internal and external communication, including media enquiries.
- **Security Division** with two branches. The:
  - **Security Enabling Services Branch** is responsible for security capability and uplift, personnel, access, policy, and governance, such as risk management and resilience planning.
  - **Security Operations Branch** provides security services. This includes daily operational security, building security, parking services, official visit coordination, and emergency management for parliamentarians, visitors, and all building occupants.

## Parliamentary Library

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

The Parliamentary Library's function and structure are explained in the Parliamentary Library Annual Report (Part 8).

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## SENIOR EXECUTIVES AS AT 30 JUNE 2024

### Secretary, Rob Stefanic

Rob Stefanic was appointed Secretary of DPS on 14 December 2015. In this capacity, Rob chairs the Parliament of Australia Security Management Board and the Parliamentary ICT Advisory Board. He is also Secretary to the Historic Memorials Committee.

Before joining DPS, Rob was the chief executive of the DPS at the Parliament of New South Wales (NSW) and before that, served as its Chief Information Officer.

Rob has also served in various senior leadership roles within the NSW Department of the Legislative Council, working across corporate, committees, security and parliamentary law and procedure functions. Before this, he worked as a Parliamentary committee secretary and in the private sector in chartered accounting and legal fields.

In a volunteer capacity, Rob is a Board Director of the Parliamentary Professional Services Network, the Canberra Convention Bureau and the Canberra Region Tourism Leaders Forum. He also chairs the National Capital Education Tourism Project Stakeholder Council.

Rob holds Bachelor's degrees in Law (Hons) and Commerce and an Executive Master of Public Administration.



### Deputy Secretary, Jaala Hinchcliffe

Jaala Hinchcliffe began as Deputy Secretary of DPS on 12 February 2024. In her role as Chief Operating Officer, Jaala oversees the divisions that provide vital functions to the servicing of Parliament House, including in the areas of corporate services, finance and property, and security.

Before this, Jaala served as the Integrity Commissioner and Agency Head for the Australian Commission for Law Enforcement Integrity (absorbed by the National Anti-Corruption Commission), Jaala served as the interim Deputy Commissioner while the National Anti-Corruption Commission was being established.

Before this Jaala served as Deputy Commissioner and worked in a range of senior executive roles in both DPS and the Commonwealth Director of Public Prosecutions.



Jaala is a member of the Australian Institute of Company Directors. She was a member of the National Executive of the Australian Institute for Administrative Law from 2018 to 2021. Jaala was also a founding member of the Australian Public Service Academy Faculty for the Craft of Integrity from 2021 to 2023.

Before executive roles, Jaala worked as a lawyer specialising in Commonwealth criminal law. She has degrees in laws and arts.

### **Parliamentary Librarian, Steven Fox**

Steven Fox was appointed Parliamentary Librarian on 18 September 2023. Before taking up the position of Parliamentary Librarian, he was Assistant Director-General at the National Archives of Australia. In this role, he was responsible for a range of statutory functions including whole-of-Australian government information and data management policy and digital transformation of access and preservation activities.

Mr Fox has many years of experience in senior executive positions in the national cultural institutions of Australia and New Zealand working in roles responsible for public engagement, collection management and heritage conservation.



### **Chief Information Officer, James Lawson**

James Lawson was appointed Chief Information Officer in February 2023. Since joining DPS in 2014, James has worked in a range of ICT roles supporting the evolution and modernisation of parliament's ICT. He has a diverse professional background working across both public and private sectors.

James holds a Bachelor of Information Technology and a Master of Business Administration.



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## **First Assistant Secretary, Corporate Services Division, James Koulouris**

James Koulouris joined DPS as First Assistant Secretary, Corporate Services in July 2023 before acting in the Deputy Secretary role from August 2023 to February 2024. In the First Assistant Secretary role, James is responsible for the delivery of the DPS corporate governance, legal, risk and audit, human resources, parliamentary engagement, visitor services and communications functions. He has also held the position of Chief Risk Officer.

James has held several senior executive and leadership positions in the Australian Government and state governments that have included leading significant reform programs and transformation initiatives.

Before taking up his current position, James served as the Deputy Commissioner of Organisational Capability, Queensland Corrective Services. In this role, he led corporate, strategic and policy functions. This included human resources, the Academy, IT, finance, infrastructure, governance, legal, ministerial, strategic transformation, and policy functions.

James holds a Master of Public Administration and a Bachelor of Economics (Social Sciences) with honours from the University of Sydney. He also holds a Bachelor of Laws (Honours) from Macquarie University and a Diploma in Government (Investigations). James has served on numerous boards in the Australian Government and state public sectors, as well as in the not-for-profit sector.



## **First Assistant Secretary, Finance and Property Services, Thao Le**

Thao Le started with DPS in late January 2024.

Thao is the First Assistant Secretary, Finance and Property Services and Chief Financial Officer for DPS. In addition, she serves as the DPS Chief Sustainability Officer. Thao has a strong background in corporate and financial management across various government jurisdictions and private sector industries. Before joining DPS, she spent over five years in the ACT Government as the Chief Financial Officer, Chief Financial Officer and Agency Security Executive for the Environment Planning and Sustainability Development Directorate, and as Chief Financial Officer at the ACT Education Directorate.



Thao has extensive experience spanning over 20 years. Roles include senior leadership in corporate services and auditing and assurance in the Australian Government and in the private commercial sector. Thao has sat on several not-for-profit boards and spent time actively mentoring graduates in her voluntary capacity.

Thao holds a Bachelor's Degree in Commerce (Accountancy) and has memberships with Certified Practising Accountant Australia and the Australian Institute of Company Directors.

### **Acting First Assistant Secretary, Security, Leanne Tunningley**

Leanne has been acting in the First Assistant Secretary Security Division role since April 2023. Before this, she served as Assistant Secretary of the Security Branch at DPS from 2019. Leanne served as the Chief Security Officer for DPS and is responsible for the provision of a broad range of security services for Parliament House.

Before joining DPS, Leanne worked in a range of roles at the Australian Federal Police for over 10 years, and in audit and assurance services in the private sector.

Leanne has extensive experience spanning more than 20 years, including in security service delivery and capability management, corporate governance and finance.

Leanne holds a Bachelor of Economics and a Bachelor of Commerce. She is a graduate of the Australian Institute of Company Directors and a member of the Institute of Chartered Accountants (Australia and New Zealand).



### **Head, Design Integrity and Collections, Dr Dianne Heriot**

Dr Dianne Heriot was appointed Head of Design Integrity and Collections in September 2023. She was previously the Parliamentary Librarian, a role she held for 11 years.

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), a Master of Arts (Medieval Studies) and a Doctor of Philosophy in Literature.







# PERFORMANCE

# 3

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# Department of Parliamentary Services

## 2023- 24 Annual Report

### Annual Performance Statements

#### Statement of preparation

I, Jaala Hinchcliffe, as the accountable authority of the Department of Parliamentary Services, present the 2023–24 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 and section 16F of the PGPA Rule.



**Jaala Hinchcliffe**  
Acting Secretary

Department of Parliamentary Services  
11 October 2024

## SUMMARY OF RESULTS AGAINST PERFORMANCE MEASURES

At the end of 2023–24, DPS achieved all targets in the 16 performance measures outlined in its 2023–24 Corporate Plan. Key achievements included:

- consistent uptime across the year for the chamber broadcasting systems
- continued high-level satisfaction ratings with the Parliamentary Library services, ICT service quality, customer service experience and Moral Rights Administrators.

DPS made a marked improvement in performance against its ICT projects by using the recently established ISD Project Management Framework to support on-time and within-budget completions. The department also successfully installed 58 new electric vehicle charging points and completed the refurbishment of the Parliament Shop.

While all targets were met, 3 areas showed a reduction in performance level from last financial year. These were satisfaction with:

- food, functions and service
- facilities availability, and
- building condition and satisfaction with service responsiveness.

These are attributable to adjustments that changed the customer experience in the Staff Dining Room as a result of improvements required to increase kitchen efficiency and reduce food wastage and a reduction of building occupants utilising building services and the increase in survey respondents compared to last year.

**TABLE 2:** Summary of performance results

| <b>Outcome 1 – Support the functions of Parliament and parliamentarians through the provision of professional services, advice, and facilities, and maintain Australian Parliament House and engage with the community.</b>                                                                                                                       |               |                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------|
| <b>Purpose – To support the work of the Australian Parliament by providing effective, high-quality and sustainable services to parliamentarians and building occupants. As custodians of Parliament House, we are responsible for delivering a broad range of services and experiences that enable engagement with the parliamentary process.</b> |               |                                            |
| <b>Performance measure</b>                                                                                                                                                                                                                                                                                                                        | <b>Result</b> | <b>Difference from last year's results</b> |
| 1. Satisfaction with food, functions and events                                                                                                                                                                                                                                                                                                   | Achieved      | - 6%                                       |
| 2. Proof Hansard reports delivered within agreed timeframes when Parliament sits its regular hours                                                                                                                                                                                                                                                | Achieved      | No change                                  |
| 3. Proof Hansard reports delivered within agreed accuracy parameters                                                                                                                                                                                                                                                                              | Achieved      | No change                                  |
| 4. Broadcasting systems availability                                                                                                                                                                                                                                                                                                              | Achieved      | No change                                  |
| 5. Client satisfaction with service quality and responsiveness                                                                                                                                                                                                                                                                                    | Achieved      | + 2%                                       |
| 6. Satisfaction with service quality (responsiveness and resolution)                                                                                                                                                                                                                                                                              | Achieved      | + 2%                                       |
| 7. IT System availability (core parliamentary systems)                                                                                                                                                                                                                                                                                            | Achieved      | No change                                  |
| 8. Projects delivered according to planned program milestones (design, tender, contract, completion)                                                                                                                                                                                                                                              | Achieved      | + 19%                                      |
| 9. Projects delivered within budget milestones                                                                                                                                                                                                                                                                                                    | Achieved      | + 8%                                       |
| 10. Satisfaction with customer service experience (security, concierge, and guides)                                                                                                                                                                                                                                                               | Achieved      | No change                                  |
| 11. Satisfaction with overall experience (exhibitions, facilities, tours, and programs)                                                                                                                                                                                                                                                           | Achieved      | No change                                  |
| 12. Satisfaction with facilities availability and building condition (maintenance and appearance)                                                                                                                                                                                                                                                 | Achieved      | - 5%                                       |
| 13. Satisfaction with landscape condition and appearance                                                                                                                                                                                                                                                                                          | Achieved      | No change                                  |
| 14. Satisfaction with service responsiveness (effective resolution and service calls)                                                                                                                                                                                                                                                             | Achieved      | - 4%                                       |
| 15. Projects delivered within budget against milestones                                                                                                                                                                                                                                                                                           | Achieved      | + 5%                                       |
| 16. Effective functioning of the design integrity process                                                                                                                                                                                                                                                                                         | Achieved      | No change                                  |



View from the House of Representatives chamber looking at the Senate chamber

## Case study: Diversity in Australian Parliament House

Following the release of the *Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces* in November 2021, DPS collaborated with the parliamentary departments and the PWSS. This collaboration was to work on improvements to meet the report's recommendations, with accessibility and inclusion a key focus.

**Recommendation 9: Access and inclusion:** The Presiding Officers, together with party leaders and parliamentary departments, should review the physical infrastructure, policies and practices within Commonwealth parliamentary workplaces to increase accessibility and inclusion.

As the custodians of Parliament House, DPS engaged the Australian Disability Network (formerly the Australian Network on Disability) to conduct a review of the user environment of Australian Parliament House. The Network delivered the *Dignified Access and User Experience of Parliament House* report in December 2023. It made 339 recommendations and identified comprehensive opportunities to enhance accessibility and the experience of people visiting and working within Parliament House.

Recent improvements that align with the intent of the recommendations include:

- expanding the cohorts required to undertake the Welcoming Customers with a Disability mandatory training, an additional module that complements the mandatory disability confidence training undertaken by all staff
- implementing eight-second door dwell times for all lifts
- improving access to the main entry by removing small obstacles that lined entryways.



In addition, DPS continued to progress works already underway which contribute directly towards sustainable implementation of the recommendations from the DAR report. This includes upgrading accessible bathrooms, increasing the number of automated doors around the building, live captioning for parliamentary broadcasting and providing an adult changing facility.

Many report recommendations will require a long-term program of work with varying complexity and cost. To support this, the Access and Inclusion Champions Group is overseeing recommendation implementation. The champions group, which includes SES representatives from each parliamentary department, the PWSS and the Department of Finance, will also play a key role. Together, these representatives will provide support and guidance to identify and remove the barriers preventing full and equitable participation and engagement with the Parliament House work environment.

Ongoing consultation with stakeholders across the Parliament, including the APH AccessABILITY Network, will be required. This is to consider the impact on the traditional operation of the Parliament, noting that the nature of many recommendations will have significant capital costs. DPS is cognisant of its role in maintaining the integrity of the original building design. The department envisages this will necessitate the Parliament making decisions on approving changes through appropriate parliamentary committees.

Looking ahead, DPS is committed to ensuring its services, practices and policies are accessible and inclusive. It will continue to focus on enhancing the accessibility experience for people across all aspects of the services DPS provides so all Australians can engage with the parliamentary process.

This work will drive DPS in the years ahead. It will directly inform or complement initiatives and programs that support accessibility, such as:

- establishing the first Parliamentary Service Access and Inclusion Action Plan, offering employment programs like the Stepping Into program
- implementing new initiatives such as the sunflower lanyard scheme, to enable building occupants to voluntarily share they have a hidden disability, and
- reviewing websites and digital platforms to ensure they comply with web content accessibility guidelines.



L to R: DPS Secretary Rob Stefanic wearing the 2024 Vinnies CEO Sleepout scarf; Parliament House Tour; DPS Secretary Rob Stefanic loading meals cooked at Parliament House into the OzHarvest truck for delivery

## Case study: Community causes

Enhancing the Parliament's engagement with the community drives daily activities and is a core part of how the department operates.

In 2023–24, DPS engaged regularly with the community. This included illuminating the façade of Parliament House for events such as Reconciliation Week and the Enlighten Festival attracting the broader community to view the iconic building. DPS also participated in community causes in the Canberra region and the broader Australian community.

Over the past year, DPS partnered with OzHarvest on its 'Cooking for a Cause' initiative. Alongside the Presiding Officers, DPS welcomed the OzHarvest team and supporters to the Great Hall kitchen. DPS' Executive Chef and crew worked with OzHarvest to transform rescued ingredients into meals for vulnerable people. The Secretary joined OzHarvest's drivers to deliver meals to the Early Morning Centre in Canberra, a community hub that supports locals who are homeless or are at risk of being homeless.

On 20 June, DPS hosted the 2024 Vinnies' CEO Sleepout at Parliament House. This year was the 15<sup>th</sup> anniversary of the sleepout and more than 120 CEOs, business owners, community and government leaders participated to promote this year's theme of 'Change needs you'. Participants included the Speaker of the House of Representatives and the DPS Secretary. The CEO Sleepout raises much-needed funds for an issue that impacts more than 122,000 people across Australia, according to the 2021 Census.

Our DPS staff worked tirelessly to support the event with the APH Catering and Events team working in partnership with Vinnies to organise the sleepout. The Communications and Media team, along with the Security Division, provided expert support to facilitate the event. This year proved to be one of the largest ever Vinnies' Sleepouts for the Canberra Goulburn region, which DPS was excited to host at Parliament House for the first time.





View of Parliament House

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## Case study: Towards a sustainable Australian Parliament House

Providing effective stewardship of Parliament House is one of the three strategic priorities that define the work of DPS. The department faces unique challenges in maintaining Parliament House and places significant importance on looking after the building while considering the architect's original intent. DPS strives to ensure the building meets contemporary safety and accessibility requirements to cater to the diversity of its workforce and visitors while maintaining the original design intent.

Throughout the year, DPS continued to progress making Parliament House more sustainable. This included installing 58 electric vehicle charging points throughout the public and private carparks. While this project is part of the department's commitment to provide an accessible and inclusive environment, the charging network is also one of the largest charging facilities in Canberra. Two chargers were installed in the public carpark marked for accessible use only which supports electric vehicle options being available for everyone.

The Property Services team worked closely with local energy provider ActewAGL and other suppliers to prepare for charger installation. It was a big task to maintain the design intent of the building while complying with industry standards and codes. In November 2023, DPS flipped the switch on the first 10 chargers in the public carpark which also became the first public charging facility in the Parliamentary Triangle.

The Property Services team did an excellent job maintaining the building during 2023–24. The Building Services Helpdesk received more than 14,000 calls for assistance during the reporting year and our trades staff attended to more than 6,800 work orders from those calls.

Landscape Services continued with their outstanding management of Parliament House gardens and landscape throughout 2023–24. This is an important part of the effective stewardship of Parliament House, with the landscapes surrounding the building as important as the building itself. Over the year, Landscape Services planted over 1,000 callistemons and coordinated two annual flower displays with over 7,000 plants in the Formal Gardens.

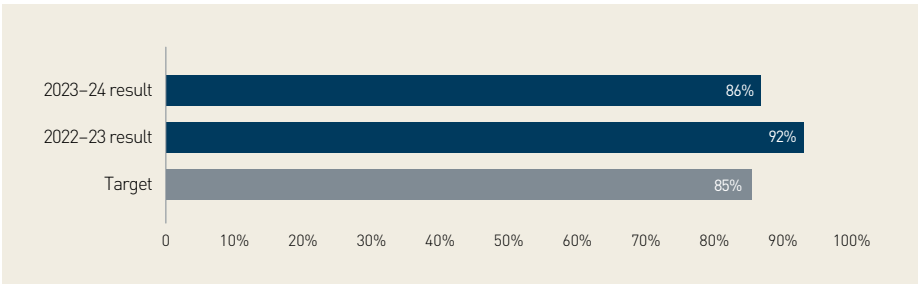
# ANNUAL PERFORMANCE STATEMENTS

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

### Performance measure 1

| Satisfaction with food, functions and events |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 86% achieved                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Why do we measure this?</b>               | <p>DPS provides food, catering and events services to parliamentarians and building occupants to assist them in performing their parliamentary duties. Catering and events services are also offered to external patrons.</p> <p>Food, functions, and events services include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• event venues and services</li> <li>• catering outlets</li> <li>• room service</li> <li>• catering for meetings, and</li> <li>• the Members and Guests Dining Room.</li> </ul> <p>Tracking the quality of food, functions, and events services is an indicator of whether the needs of parliamentarians and building occupants are being met.</p>                                                                                                                                                                                        |
| <b>Methodology</b>                           | <p>The Building Occupancy Satisfaction Survey is conducted annually and measures the level of satisfaction with services delivered or managed by DPS. The survey provides occupants of Parliament House with a formal feedback mechanism on those services. Participation is voluntary and occupants are asked anonymously to rate their level of satisfaction of DPS services on a five-point rating scale: Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Very Dissatisfied. Responses of very satisfied, satisfied and neither satisfied nor dissatisfied were combined to form the positive score and responses of dissatisfied and very dissatisfied were combined to form the negative score. Each service question set included a free text field to enable participants to provide comments or suggestions on how the services could be improved.</p> |
| <b>Changes from previous year</b>            | Continuing measure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Data source</b>                           | Building Occupant Satisfaction (BOS) Survey, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

**FIGURE 2:** Comparison of 2023–24 and 2022–23 results for satisfaction with food, functions and events against the target



*Analysis of results*

This is the seventh financial year since DPS brought hospitality services in-house. Overall, the performance measure target for APH Catering and Events was achieved with an 86% satisfaction result. Despite exceeding the 85% target, this result is a 6% decrease from 2022–23 (92%).

Satisfaction with most service points was consistent with 2022–23. The decrease in satisfaction related primarily to the Staff Dining Room retail outlet. The Staff Dining Room generates the greatest loss of all retail outlets, due to the service obligations to operate in later hours during sittings of the Parliament when revenue generation is limited and sporadic. The labour cost to meet this service obligation adversely impacts on the financial performance of the Staff Dining Room and the overall APH Catering and Events performance. Increases in supply chain and labour costs further impacted the bottom line.

A survey of retail prices in cafes within the proximity of Parliament House indicates that Staff Dining Room prices are below comparable offerings. Notwithstanding this, the customer base is price-sensitive and efforts were focused on reducing costs to minimise price adjustments. This included:

- improved process standardisation in the kitchens to increase labour and food cost efficiency
- not replenishing the bain-marie after 2pm to reduce food wastage, and
- greater consistency and standardisation of portion control in food service.

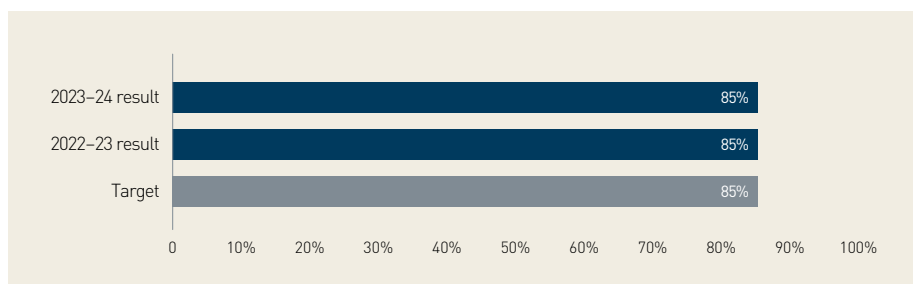
The impact of these changes is reflected in the reduced satisfaction levels.

Strategies to restore consumer confidence and further drive down the cost of inputs are being examined. Inevitably, retail prices will need to increase to ensure the sustainability of APH Catering and Events.

## Performance measure 2

| Proof Hansard reports delivered within agreed timeframes when Parliament sits its regular scheduled hours |                                                                                                                                                                                                                                                                                                                                                                                                                | Result       |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                | 85% achieved |
| <b>Why do we measure this?</b>                                                                            | Hansard is critical for ensuring transparency and keeping an accurate record of the proceedings of the Parliament and its committees.                                                                                                                                                                                                                                                                          |              |
| <b>Methodology</b>                                                                                        | This measure includes both chamber and committee timeliness. Hansard chamber proofs are recorded as being on time if published in full within three hours of the chamber rising and Hansard committee proofs are recorded as being on time if they are delivered within the timeframes agreed with the committee secretariats, usually a period of between one and five working days from the date of hearing. |              |
| <b>Changes from previous year</b>                                                                         | Continuing measure.                                                                                                                                                                                                                                                                                                                                                                                            |              |
| <b>Data source</b>                                                                                        | Self-reporting, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                                                                                           |              |

**FIGURE 3:** Comparison of 2023–24 and 2022–23 results for proof Hansard reports delivered within agreed timeframes when Parliament sits its regular hours against the target



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### *Analysis of results*

During the reporting period, 1,435 hours of chamber sittings and 2,726 hours of committee hearings were transcribed. Hansard met the timeliness measure, delivering 657 of 771 chamber and committee transcripts within agreed timeframes.

Chamber and committee transcript timeliness data are obtained from reports generated from Hansard's Parliamentary Information Management System. This system records the time and date the transcript is due and the time and date transcripts are published.

Chamber proof transcripts are recorded as being on time if published within three hours of the chamber rising when Parliament sits its regular hours. If a chamber extends its sitting hours, the chamber proof transcript is recorded as being on time if published within three hours of the reporting cut-off. This is usually the regular scheduled adjournment time or 8pm, whichever is later.

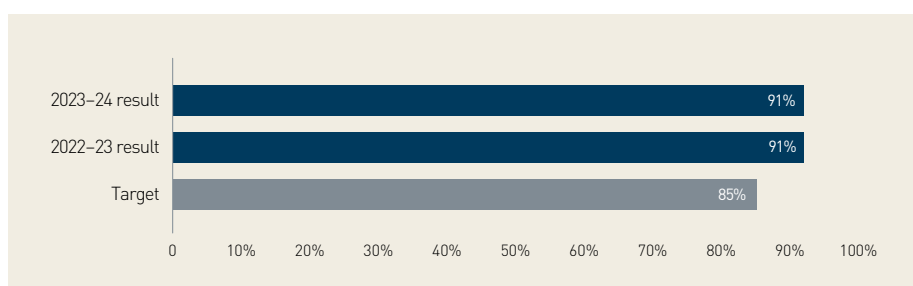
Committee secretariats usually book committee transcripts on a one, three or five-day turnaround from the date of the hearing. In periods of high committee workload, Hansard engages additional resources to assist with the delivery of transcripts by the requested date. Occasionally, Hansard will renegotiate committee transcript deadlines with the secretariat, particularly if urgent one-day turnarounds are requested on parliamentary sitting days or other peak periods such as Senate Estimates. However, as a general rule, transcripts are considered to be late if they cannot be delivered by the requested date.

Between May 2024 and June 2024, a significant volume of chamber, estimates and committee activity constrained Hansard's capacity to complete the large workload. All possible additional resources were applied, and there was regular liaison with committee offices concerning transcript priorities and delivery.

### Performance measure 3

| Proof Hansard reports delivered within agreed accuracy parameters |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Result       |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 91% achieved |
| <b>Why do we measure this?</b>                                    | Hansard is a core function of the day-to-day operation of the Parliament and this measure ensures accuracy of the Hansard reports.                                                                                                                                                                                                                                                                                                                                                                                                      |              |
| <b>Methodology</b>                                                | This measure includes both chamber and committee timelines. The error rate for chamber and committee transcripts is based on the number of errors reported by parliamentarian's offices, committee secretariats and witnesses who appeared at committee hearings. Hansard reports chamber errors with a one-month delay from sittings because clients have 15 non-sitting days to submit chamber corrections. Hansard reports committee errors by the date corrections are received and with a one-month delay to allow for processing. |              |
| <b>Changes from previous year</b>                                 | Continuing measure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              |
| <b>Data source</b>                                                | Self-reporting, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |

**FIGURE 4:** Comparison of 2023–24 and 2022–23 results for proof Hansard reports delivered within agreed accuracy parameters against the target



#### Analysis of results

Hansard exceeded the accuracy measure in the reporting year, with 4,012 errors recorded across 44,915 pages of chamber and committee transcripts. The level of committee work has remained extremely high across the last three financial years.

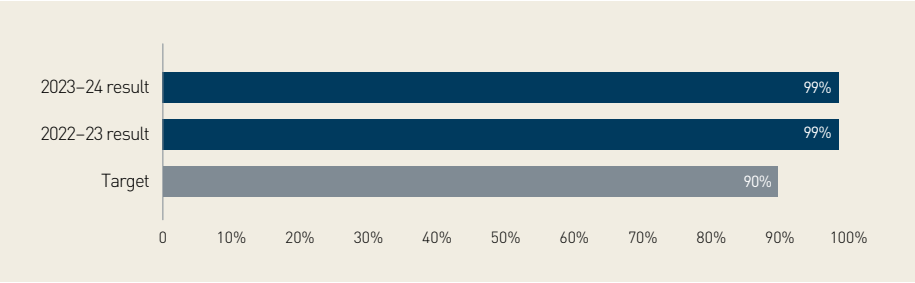
Hansard reports chamber errors with a one-month delay from sittings because clients have 15 non-sitting days to submit corrections. Chamber error data are entered into the Parliamentary Information Management System on a per-transcript basis, and error data and page numbers are obtained from reports generated from the system.

Hansard reports committee errors by the date corrections are received and with a one-month delay to allow for processing. Committee transcript error and page number data are securely recorded in Content Manager, an electronic document and records management system.

Performance measure 4

| Broadcasting systems availability |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 99% achieved                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Why do we measure this?           | To ensure the work of the Parliament is recorded, reported and accessible to the public.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Methodology                       | <p>Parliamentary Broadcasting maintains a major system failure register that logs major disruptions to the sound reinforcement system in the Senate and the House of Representatives chambers. Reportable major systems failures include where:</p> <ul style="list-style-type: none"><li>• a microphone is not activated within 30 seconds</li><li>• a major system failure causes the Parliament to not be able to sit as scheduled</li><li>• the public address system fails for more than five minutes, and</li><li>• the broadcast audio feed fails for more than 10 seconds.</li></ul> |
| Changes from previous year        | Continuing measure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Data source                       | System statistics, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

FIGURE 5: Comparison of 2023–24 and 2022–23 results for broadcasting systems availability against the target



### *Analysis of results*

The chamber broadcast systems maintained 100% uptime for 2023–24, with only one outage reported in August 2023 relating to an upstream vendor issue. Captions were lost for almost eight minutes due to a break in the vendor’s wired internet connection. While the failure was not directly linked to chamber broadcast systems, it was included in the Executive Performance Report because it affected Hansard’s ability to produce the transcript for the chambers in a timely manner.

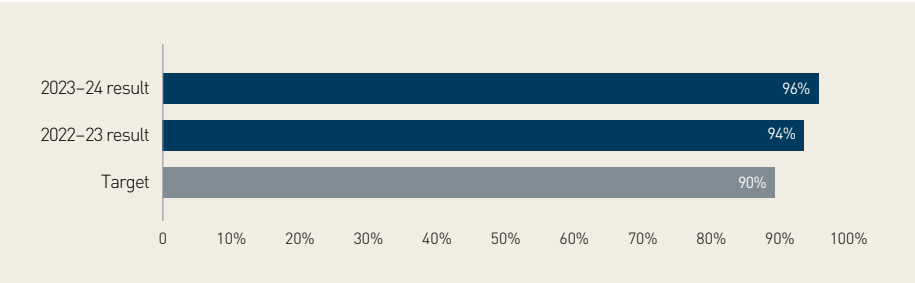
Outages are recorded in the Major System Failure Monthly Report. Only system failures or outages that directly impact chamber proceedings are reported.

The reporting period saw approximately 1,447 hours of chamber broadcasts comprising 277 hours for the Federation Chamber, 595 hours for the House of Representatives Chamber, and 575 hours for the Senate Chamber. No outages related to the chamber audio system.

Performance measure 5

| Client satisfaction with service quality and responsiveness |                                                                                                                                                                                                                                     |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result                                                      |                                                                                                                                                                                                                                     |
| 96% achieved                                                |                                                                                                                                                                                                                                     |
| Why do we measure this?                                     | To maintain and enhance the flexible and accessible delivery of advice, information research, and services to reflect the current and evolving needs of our clients.                                                                |
| Methodology                                                 | Key priorities and performance indicators for the Parliamentary Library are approved each year by the Presiding Officers as part of the Library's Annual Resource agreement ( <i>Parliamentary Service Act 1999</i> , section 38G). |
| Changes from previous year                                  | Continuing measure. Wording changed to reference 'client' to reflect the title of those who use the library service.                                                                                                                |
| Data source                                                 | <i>Australian Parliamentary Library, Client Service Evaluation 2024</i> , overall satisfaction rating, page 16, DPS Corporate Plan 2023–24.                                                                                         |

FIGURE 6: Comparison of 2023-24 and 2022-23 results for client satisfaction with service quality and responsiveness



### *Analysis of results*

The Parliamentary Library provides 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. It provides these clients with bespoke research services, statistical information and a program of legislative analysis and research publications. The Parliamentary Library supports access to information services through the selection, acquisition and processing of material for library, media and parliamentary databases. It is important that services meet the needs of the evolving Parliament and that clients are satisfied with products and services.

Key priorities and performance indicators are approved each year by the Presiding Officers as part of the Library's annual resource agreement (PS Act, section 38G). One metric is an overall client satisfaction rating derived from an independent evaluation of the services conducted each Parliament.

Previous years' metrics are derived from measures set out in the annual resource agreement and an overall satisfaction rating from the independent evaluation.

This year's metric is derived from the overall satisfaction rating in the *Australian Parliamentary Library, Client Service Evaluation 2024*, carried out in 2023–24. The evaluation measures performance and client satisfaction levels. It is used to determine the direction of future information and service delivery.

The evaluation was qualitative and quantitative. Interviews were conducted with 74 staff of parliamentarians in 52 offices. In total, 195 clients completed the survey (including surveys completed during interviews). Survey respondents were asked to describe their overall level of satisfaction with the Parliamentary Library services based on their experiences within the last two years. The result is based on the percentage of respondents that answered extremely satisfied, very satisfied or quite satisfied. More information on the methodology can be found in *Australian Parliamentary Library, Client Service Evaluation 2024*.

Overall satisfaction among parliamentarians and their staff remained high at 96%, slightly higher than the results in the 2021 survey (94%).

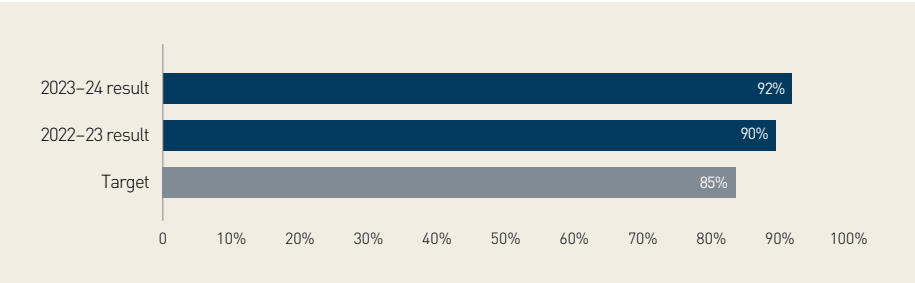
A slight decrease was reported in those who were very satisfied and an increase in those quite satisfied, with no significant differences from 2021. Only 4% indicated they were neutral. No dissatisfied responses or complaints were received in 2023–24.

Detailed information on the Library's performance against all measures set out in the resource agreement can be found in the Parliamentary Librarian's Performance Report.

Performance measure 6

| Satisfaction with service quality (responsiveness and resolution) |                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result                                                            |                                                                                                                                                                                                                                                                                                                      |
| 92% achieved                                                      |                                                                                                                                                                                                                                                                                                                      |
| Why do we measure this?                                           | To ensure technology used on a day-to-day basis allows the current and future needs of Parliament to be met.                                                                                                                                                                                                         |
| Methodology                                                       | This metric is measured by the feedback obtained through the annual Building Occupant Satisfaction (BOS) Survey. Responses are sought on a five-point scale: Very Satisfied, Satisfied, Neutral, Dissatisfied, or very Dissatisfied. Very Satisfied, Satisfied and Neutral responses are counted towards the target. |
| Changes from previous year                                        | Continuing measure.                                                                                                                                                                                                                                                                                                  |
| Data source                                                       | BOS Survey, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                     |

FIGURE 7: Comparison of 2023–24 and 2022–23 results for satisfaction with service quality (responsiveness and resolution) against the target



Analysis of results

Satisfaction with the ICT service quality (responsiveness and resolution) performance measure from the 2024 BOS Survey showed that 78% of respondents had used ICT services in the last 12 months. The ICT Services category recorded an overall satisfaction rating of 92%. This is an increase of 2% from 2022–23, and 3% from 2021–22.

ICT services recorded 139 free-form responses in the BOS Survey. Overall sentiment was positive, with feedback highlighting support for the continued improvement across the timeliness of issue resolution. Major themes related to:

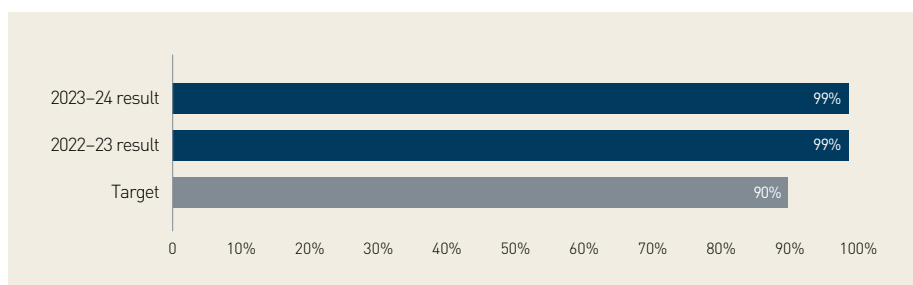
- service desk issue resolution times and escalation, and
- change management for users in adjusting to new software.

Effort continued towards a strong customer focus and identifying areas of continual growth. These contributed to increased satisfaction with the 2020 service desk issue resolution timeliness.

## Performance measure 7

| IT System availability (core parliamentary systems) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 99% achieved                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Why do we measure this?</b>                      | To ensure technology used on a day-to-day basis reflects the current and future needs of Parliament.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Methodology</b>                                  | This metric is measured by the feedback obtained through the annual BOS Survey. Responses are sought on a five point scale: Very Satisfied, Satisfied, Neutral, Dissatisfied, or very Dissatisfied. Very Satisfied, Satisfied and Neutral responses are counted towards the target.                                                                                                                                                                                                                                                                                                                  |
| <b>Changes from previous year</b>                   | <p>Wording of this performance measure was updated to include IT to clarify the systems referred to as being available.</p> <p>The 2023–24 Corporate Plan methodology for this performance measure was incorrectly published as above in methodology.</p> <p>The correct methodology is: Data used for the monthly report is extracted from the ServiceNow IT service management system. Core parliamentary systems include:</p> <ol style="list-style-type: none"> <li>1. Table Office Production System (TOPS)</li> <li>2. Dynamic Red</li> <li>3. Live Minutes, and</li> <li>4. Email.</li> </ol> |
| <b>Data source</b>                                  | ServiceNow system, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

**FIGURE 8:** Comparison of 2023–24 and 2022–23 results for IT system availability (core parliamentary systems) against the target



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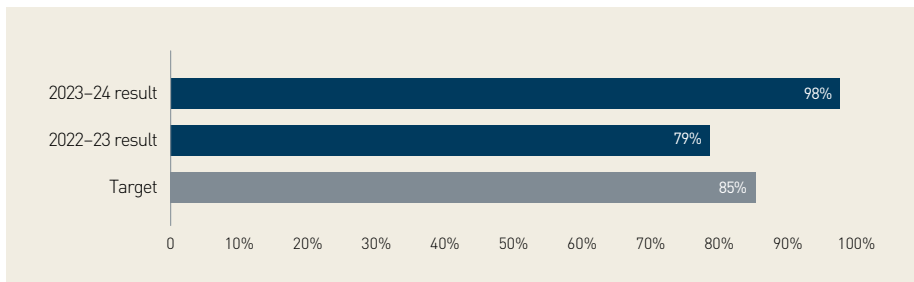
### *Analysis of results*

The operational health of core parliamentary systems continued to be robust and consistently exceeded availability targets. Over successive financial years, the Cloud transformation project has incorporated platform modernisation elements, and core parliamentary systems were migrated from on-premise computer infrastructure to cloud services managed at scale by Microsoft, which has resulted in very high levels of availability. The consistent achievement of very high availability for core parliamentary systems demonstrates that the Cloud transformation program has delivered the intended benefits.

## Performance measure 8

| Projects delivered according to planned program milestones<br>(design, tender, contract, completion) |                                                                                                                                                                                                                                                                                                         | Result       |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|                                                                                                      |                                                                                                                                                                                                                                                                                                         | 98% achieved |
| <b>Why do we measure this?</b>                                                                       | The measure effectively demonstrates the department's ability to deliver ICT related projects and outcomes. Tracking against this performance measure enables project managers and stakeholders to identify improvement opportunities and make informed decisions for corrective action where required. |              |
| <b>Methodology</b>                                                                                   | Milestone information is collated and captured in the ISD Departmental Monthly Project Report. This information is reported and reviewed internally on a monthly basis.                                                                                                                                 |              |
| <b>Changes from previous year</b>                                                                    | Continuing measure.                                                                                                                                                                                                                                                                                     |              |
| <b>Data source</b>                                                                                   | Information Services Division (ISD) Departmental Monthly Project Report, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                           |              |

**FIGURE 9:** Comparison of 2023–24 and 2022–23 results for projects delivered according to planned program milestones (design, tender, contract, completion) against the target



---

### *Analysis of results*

The success of this measure in 2023–24 and the significant increase from 2022–23, is largely attributable to the implementation of the ISD Project Management Framework since March 2023.

This framework provides effective structure, guidance and governance. It supported the delivery of projects between July and December 2023 and January and 30 June 2024.

The framework explains how a project baseline (scope, schedule and budget), serves as a mechanism for the continual assessment of a project's viability and achievability. This baseline helps governing bodies decide whether changes to any of the baseline parameters are acceptable.

Furthermore, the framework defines a project change as a variation to the project's baseline, typically triggered by unresolved risks or issues causing the project to go off-track. When necessary, the project baseline can be reassessed through a formal project change control process (change request).

Project milestones are identified at the start of a project, reflected in project plans, and reported through the DPS Finance Monthly report.

Through the six-monthly increment planning process and fortnightly delivery sync meetings, formal project closed milestones are tracked. These can include:

- design approved
- development complete
- deployment to production
- delivery complete, and
- project closed.

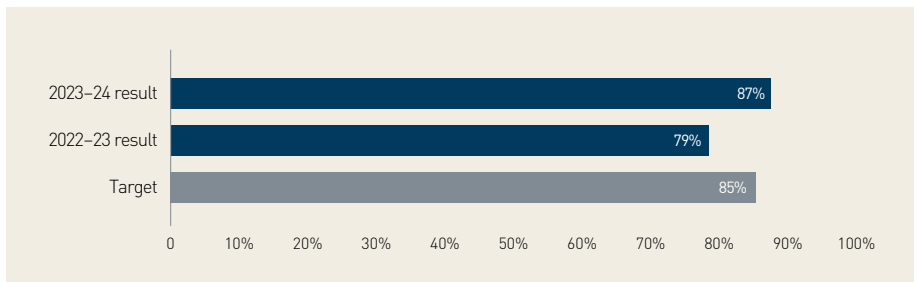
In addition, non-reportable tasks referred to as 'events' are tracked as part of the delivery and resource planning. Events contribute to milestone achievement and allow fortnightly delivery processes to be targeted.

From 1 July 2023 to 30 June 2024, 124 milestones were achieved across 52 projects.

## Performance measure 9

| Projects delivered within budget milestones |                                                                                                                                                                                                                                                                                       | Result       |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|                                             |                                                                                                                                                                                                                                                                                       | 87% achieved |
| <b>Why do we measure this?</b>              | This measurement ensures effective cost control is applied during a project and helps track overall financial health. Staying within budget tolerance is a sign of project success. It demonstrates financial discipline, efficient planning, and adherence to financial constraints. |              |
| <b>Methodology</b>                          | Milestone information is collated and captured in the ISD Departmental Monthly Project Report. This information is reported and reviewed internally on a monthly basis.                                                                                                               |              |
| <b>Changes from previous year</b>           | Continuing measure.                                                                                                                                                                                                                                                                   |              |
| <b>Data source</b>                          | ISD Departmental Monthly Project Report, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                         |              |

**FIGURE 10:** Comparison of 2023–24 and 2022–23 results for projects delivered within budget milestones against the target



---

### *Analysis of results*

Achievements against this performance measure for 2023–24 can be largely attributed to the adoption of the ISD Project Management Framework.

The framework is crucial for ensuring projects are completed within budget by offering a systematic process for planning, organising and managing resources. The framework contributes to maintaining budget control through:

- **Structured planning:** The framework provides a detailed blueprint of the methods, processes, tasks, resources, and tools required from inception to completion of a project. This detailed planning aids in formulating a realistic budget that encompasses all project stages.
- **Establishing budget baselines:** The framework sets a financial benchmark, serving as a metric to assess project performance in comparison to the projected budget.
- **Efficient resource allocation:** The framework guarantees the judicious use of resources, avoiding unnecessary expenditure and channelling funds to pivotal areas.
- **Use of tools and templates:** The framework assists in monitoring planned versus actual efforts, ensuring projects stay on track and within financial limits.
- **Adaptability:** The framework offers the ability to accommodate changes without jeopardising a project's financial objectives. It also permits modifications in procedures and regulations as required.

Employing the framework enables project teams to more accurately predict expenses, monitor spending, and manage financial plans effectively. This culminates in the successful completion of projects within the designated financial parameters. The ISD project delivery progression is evident, with a marked increase in conformity to strict governance protocols. Projects are now mandated to submit formal requests for changes to revise budget baselines when needed, guaranteeing the strategic deployment of DPS resources in crucial sectors.

Through the six-monthly increment planning process and fortnightly delivery sync meetings, formal project closed milestones are tracked.

Additionally, non-reportable tasks referred to as 'events' are tracked as part of the delivery and resource planning. Events contribute to milestone achievement and allow fortnightly delivery processes to be extremely targeted.

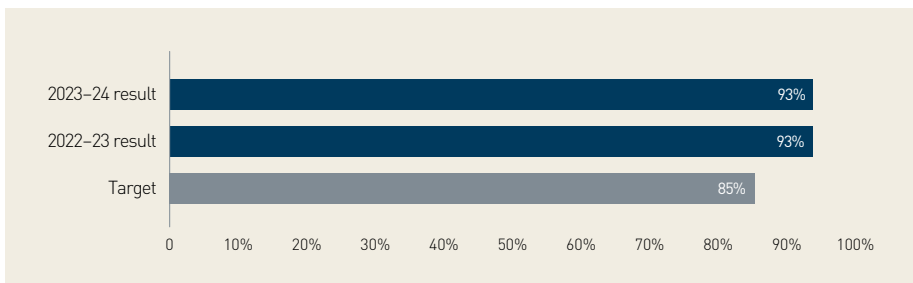
Consequently, annual targets were met, with 20 of the 23 officially concluded projects staying within the stipulated budgetary limits.

## Strategic priority 2: Enhance the Parliament's engagement with the community

### Performance measure 10

| Satisfaction with customer service experience<br>(Security, concierge, and guides) |                                                                                                                                                                                                                                                                                                                                                                         | Result       |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                         | 93% achieved |
| <b>Why do we measure this?</b>                                                     | To ensure customer service standards remain consistent and at the high level expected at Parliament House.                                                                                                                                                                                                                                                              |              |
| <b>Methodology</b>                                                                 | Surveys are sent to visitors who book tickets to tours and events at Parliament House. Visitors are asked a series of questions scored on a five-point scale: Very Satisfied (5), Satisfied (4), Neutral (3), Dissatisfied (2), or Very Dissatisfied (1). Scores are averaged to determine overall score. This information is reported and reviewed internally monthly. |              |
| <b>Changes from previous year</b>                                                  | Continuing measure.                                                                                                                                                                                                                                                                                                                                                     |              |
| <b>Data source</b>                                                                 | Visitor feedback through an online survey, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                         |              |

**FIGURE 11:** Comparison of 2023–24 and 2022–23 results for satisfaction with customer service experience (security, concierge and guides) against the target



---

### *Analysis of results*

As custodians of Parliament House, DPS is responsible for delivering a broad range of experiences that enable engagement with the parliamentary process. Customer service staff are at the heart of every visit to Parliament House.

Positive visitor satisfaction with customer service interactions is measured through the percentage of visitor feedback that meets or exceeds expectations. Visitors who book tour tickets through the Parliament House ticketing system are sent a link to complete a survey after their visit. DPS uses responses to qualitative questions to assess if customer expectations were met.

In 2023–24, DPS continued to improve customer service, including by implementing the Customer Experience Strategy. This strategy was used to inform training programs for staff with a focus on welcoming clients and delivering consistent high-quality service to all visitors, building occupants and parliamentarians. The reporting year saw a satisfaction rate of 93% across 2,063 responses. These results reflect the Parliamentary Engagement Branch's ongoing focus on developing excellence in customer service.

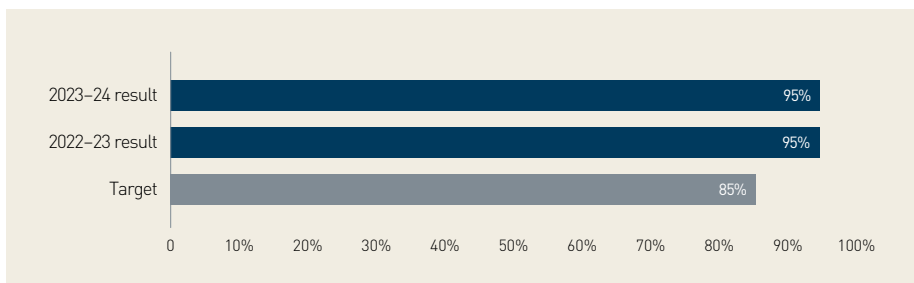
In September 2023, the Parliament Shop reopened following its first refresh in 27 years. This involved a complete refurbishment of the shop, the development of new Parliament House-branded products, and the introduction of a new retail team focused on exceptional customer service. Supporting Australian manufacturing is at the centre of the shop strategy with a wide range of Australian-made products, both Parliament House branded and wholesale, available. An online shop was established to maintain service during the refurbishment. It contributed 2% of shop revenue in 2023–24.

The National Showcase program, developed in conjunction with the Speaker and facilitated by DPS, promotes Australian-made products from across the nation that are available in the Parliament Shop. Suppliers from each Australian state and territory can apply to have their products featured in the Shop for a month.

## Performance measure 11

| Satisfaction with overall experience<br>(exhibitions, facilities, tours and programs) |                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result                                                                                |                                                                                                                                                                                                                                                                                                                                                                         |
| 95% achieved                                                                          |                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Why do we measure this?</b>                                                        | Part of DPS's 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 and tours.                                                                                            |
| <b>Methodology</b>                                                                    | Surveys are sent to visitors who book tickets to tours and events at Parliament House. Visitors are asked a series of questions scored on a five-point scale: Very Satisfied (5), Satisfied (4), Neutral (3), Dissatisfied (2), or Very Dissatisfied (1). Scores are averaged to determine overall score. This information is reported and reviewed internally monthly. |
| <b>Changes from previous year</b>                                                     | Continuing measure.<br>Wording updated from Parliament House to their experience overall to broaden the applicability of services this performance measure applies to.                                                                                                                                                                                                  |
| <b>Data source</b>                                                                    | Visitor feedback through an online survey, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                         |

**FIGURE 12:** Comparison of 2023–24 and 2022–23 results for satisfaction with overall experience (exhibitions, facilities, tours and programs) against the target



---

### *Analysis of results*

As custodians of Parliament House, DPS is responsible for delivering a broad range of experiences that enable engagement with the parliamentary process. Visitors have the opportunity to experience Parliament House through exhibitions, facilities, tours and programs.

Positive visitor satisfaction is measured through the percentage of visitor feedback that meets or exceeds expectations. Visitors who book tour tickets through the Parliament House ticketing system are sent a link to complete the survey after their visit. DPS uses responses to eight qualitative questions to assess if customer expectations were met.

In 2023–24, DPS achieved a satisfaction rate of 95% across 2,041 responses, showing a strong level of engagement with offerings. DPS continually adjusts its offerings based on attendance, parliamentary requirements, feedback and to drive engagement by visitors.

A new range of tours and programs was introduced in June 2022 to enhance civic education and engagement. Following this, in 2023–24, DPS focused on promoting the new tours and programs. The evolving calendar of exhibitions, tours and programs can be seen on our website Visit Parliament – Parliament of Australia ([aph.gov.au](http://aph.gov.au)).

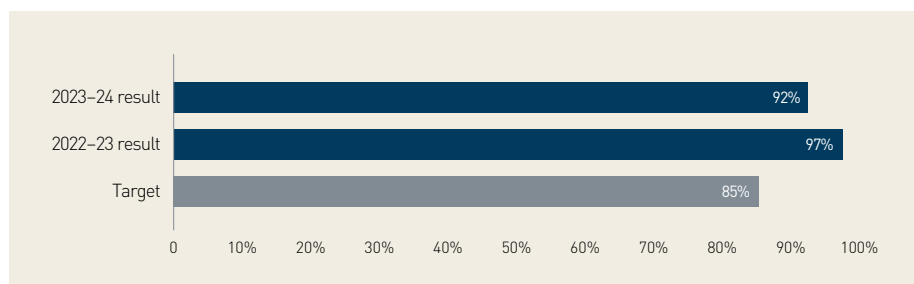
The program of events scheduled during the Enlighten Festival reflects the type of activities in the annual public program calendar. A projection on the façade of Parliament House was executed as well as Unconformity Geology tours and LEGO printmaking workshops. These activities encouraged a diverse range of festivalgoers to engage with Parliament House. Tours and workshops were 98% sold out and feedback was positive. DPS uses all feedback to refine its services and experiences.

## Strategic priority 3: Effective stewardship of Parliament House

### Performance measure 12

| Satisfaction with facilities availability and building condition (maintenance and appearance) |                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result                                                                                        |                                                                                                                                                                                                                                                                                                                            |
| 92% achieved                                                                                  |                                                                                                                                                                                                                                                                                                                            |
| <b>Why do we measure this?</b>                                                                | To provide a safe and accessible environment for building occupants and visitors when attending Parliament House. Effective Stewardship of Parliament House Strategic Priority 3.                                                                                                                                          |
| <b>Methodology</b>                                                                            | Measured by the feedback obtained through the annual BOS Survey. Responses are sought on a five-point scale: Very Satisfied, Satisfied and Neutral responses are counted towards the target. The response to every satisfaction question in the survey relevant to the metric is combined to calculate the overall result. |
| <b>Changes from previous year</b>                                                             | Continuing measure.                                                                                                                                                                                                                                                                                                        |
| <b>Data source</b>                                                                            | BOS Survey, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                           |

**FIGURE 13:** Comparison of 2023–24 and 2022–23 results for satisfaction with facilities availability and the building condition (maintenance and appearance) target



---

### *Analysis of results*

While there was a 5% drop in satisfaction with this performance measure compared to last financial year, the score of 92% is still well above the 85% target.

The Property Services Branch delivers a wide range of services as part of its regular maintenance program. This contributes to the effective stewardship of Parliament House and responds to the changing needs of Parliament.

Works undertaken in 2023–24 include:

- retiling of bathroom suites
- painting approximately 39,186 m<sup>2</sup> of surfaces including suites and circulation areas
- upgrading the water supply infrastructure on Parliament Drive
- replacing approximately 2,311 m<sup>2</sup> of carpeted surfaces, and
- refurbishing the ministerial suites based on the condition rating of each suite.

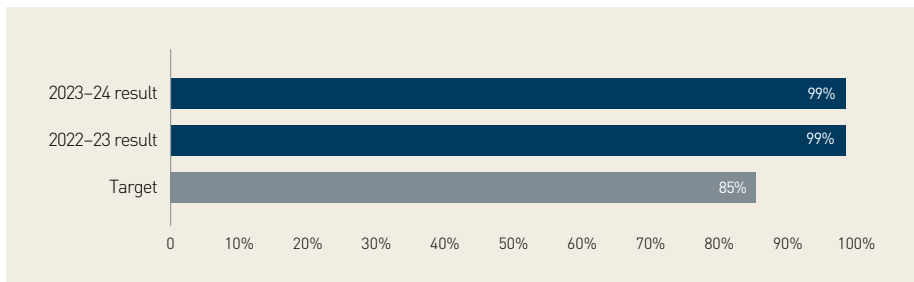
Thirty-five per cent of BOS survey respondents indicated they had used landscape, building maintenance or cleaning services in the last 12 months. Of this 35%, there was an overall satisfaction rating of 92% specifically with facilities availability and building condition (maintenance and appearance).

The BOS survey only captures a percentage of people who use the building. It does not reflect the public's satisfaction with appearance and maintenance.

### Performance measure 13

| Satisfaction with landscape condition and appearance |                                                                                                                                                                                                                                                                                                                            | Result       |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|                                                      |                                                                                                                                                                                                                                                                                                                            | 99% achieved |
| <b>Why do we measure this?</b>                       | Ensuring stewardship of the building and the design intent of the original architect remains intact while also ensuring the building is fit for purpose.                                                                                                                                                                   |              |
| <b>Methodology</b>                                   | Measured by the feedback obtained through the annual BOS Survey. Responses are sought on a five-point scale: Very Satisfied, Satisfied and Neutral responses are counted towards the target. The response to every satisfaction question in the survey relevant to the metric is combined to calculate the overall result. |              |
| <b>Changes from previous year</b>                    | Continuing measure.                                                                                                                                                                                                                                                                                                        |              |
| <b>Data source</b>                                   | BOS Survey, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                           |              |

**FIGURE 14:** Comparison of 2023–24 and 2022–23 results for satisfaction with landscape condition and appearance against the target



---

### *Analysis of results*

The 2023–24 result for satisfaction with landscape condition and appearance remained consistent with 2022–23. Of the 35% of people who participated in the survey the satisfaction with landscape condition and appearance received a 99% satisfaction rating.

Landscape Services continued with daily maintenance and management of the landscaped areas of Parliament House. Some minor projects were completed to maintain the appearance of Parliament House, including:

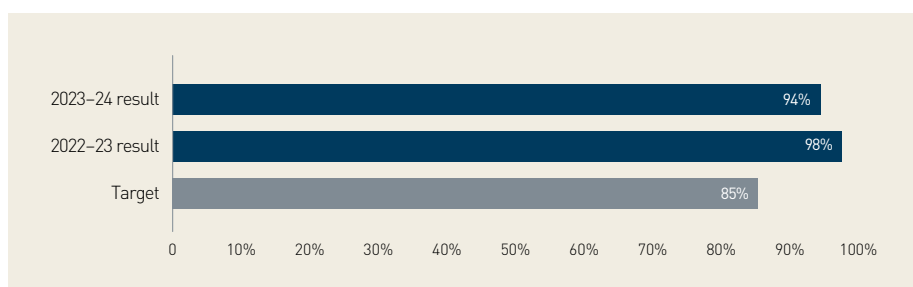
- planting 1,000 Callistemons on the Representatives and Senate banks (replacing the Grevilleas)
- replacing three Chinese Elms in the Senate Chamber alcove
- replacing a large oak tree in a Senate courtyard, and
- planting and maintaining two annual flower displays with over 7,000 plants in the Formal Gardens.

The 15% decrease in respondents to Performance measure 13 over 2022–23, could be attributed to the broader range of people surveyed in this reporting year. This included press gallery and recreation and tenancy occupants.

## Performance measure 14

| Satisfaction with service responsiveness<br>(effective resolution and service calls) |                                                                                                                                                                                                                                                                                                                            | Result       |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|                                                                                      |                                                                                                                                                                                                                                                                                                                            | 94% achieved |
| <b>Why do we measure this?</b>                                                       | DPS operates in a complex environment presenting significant challenges. Optimising service capability, working collaboratively and ensuring design intent is at the heart of every decision are essential to safeguarding the architectural integrity and longevity of Parliament House as an iconic building.            |              |
| <b>Methodology</b>                                                                   | Measured by the feedback obtained through the annual BOS Survey. Responses are sought on a five-point scale: Very Satisfied, Satisfied and Neutral responses are counted towards the target. The response to every satisfaction question in the survey relevant to the metric is combined to calculate the overall result. |              |
| <b>Changes from previous year</b>                                                    | Continuing measure.                                                                                                                                                                                                                                                                                                        |              |
| <b>Data source</b>                                                                   | BOS Survey, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                           |              |

**FIGURE 15:** Comparison of 2023–24 and 2022–23 results for satisfaction with the service responsiveness (effective resolution and service calls) target



---

### *Analysis of results*

The 2023–24 satisfaction result for service responsiveness recorded 94% in the BOS survey.

The satisfaction score combines two sub-categories for the Building Maintenance Services helpdesk—responsiveness and resolution of issues.

Of the 35% of people who responded to the survey:

- 46% were very satisfied
- 36% were satisfied, and
- 11% were neutral.

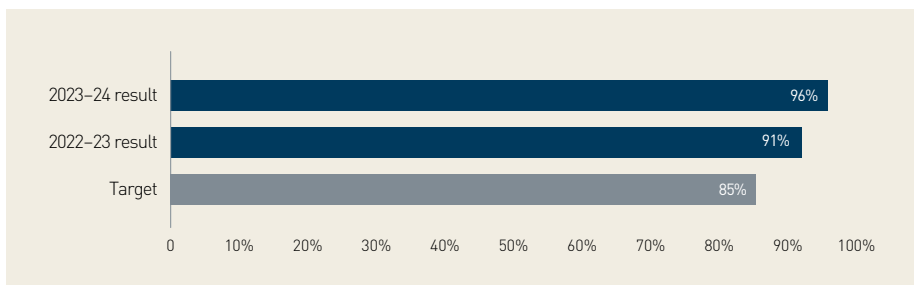
Supplementary to this measurement, the Property Services Branch recorded 14,422 calls for assistance in 2023–24 which resulted in 6,808 work orders issued to trade services staff.

Building occupants who request maintenance services are sent a feedback email once a work order is closed. This provides an opportunity for them to provide direct feedback outside of the BOS survey. Of the 6,808 feedback responses received in 2023–24 in response to help desk support, only four were negative. The overall positive satisfaction rate was 94%.

## Performance measure 15

| Projects delivered within budget against milestones |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Result       |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 96% achieved |
| <b>Why do we measure this?</b>                      | A standard industry measure of project success is delivering on time and on budget. Given the restrictions that sitting periods and parliamentary activities have on project delivery, project schedules are regularly adjusted throughout the year. This, combined with analysis of whether the capital works program was effective and within budget, paints a picture of whether the program is successfully adapting to a continually changing environment. |              |
| <b>Methodology</b>                                  | This metric tracks project expenditure against the Administered Capital Works Plan. The Administered Capital Report is used to track this information internally on a quarterly basis.                                                                                                                                                                                                                                                                          |              |
| <b>Changes from previous year</b>                   | Continuing measure.                                                                                                                                                                                                                                                                                                                                                                                                                                             |              |
| <b>Data source</b>                                  | Self-reporting, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                                                                                                                                            |              |

**FIGURE 16:** Comparison of 2023–24 and 2022–23 results for projects delivered within budget against milestones against the target



---

### *Analysis of results*

The methodology used to calculate performance against this measure includes three variables:

- active projects
- projects requesting additional funding
- projects within full budget allocation.

Performance is reported quarterly against Capital Works Program projects. At the beginning of 2023–24, DPS identified 56 projects in the program, with nine requiring additional funding throughout the reporting year due to factors such as an increase in project scope or contractor supply constraints. The 96% result was achieved by dividing projects within their full budget allocation by the number of active projects and multiplying it by 100.

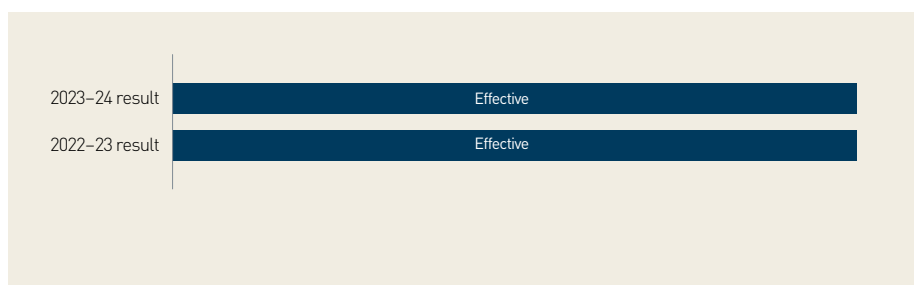
Key achievements with the Capital Works Program include:

- progress on the accessible bathrooms project, with 33 upgrades completed
- installation of 58 electric vehicle charging points across Parliament House
- sliding fire door replacements, and
- refurbishment of the Parliament Shop.

## Performance measure 16

| Effective functioning of the design integrity |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Result                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Effective                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Why do we measure this?</b>                | As custodian, DPS is responsible for managing Parliament House for current and future generations. The design integrity process ensures that DPS maintains the design integrity of the building and landscape.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Methodology</b>                            | The Design Integrity process ensures that DPS maintains the design integrity of Parliament House. The Moral Rights Administrators are a key source of information on the original Design Intent of Parliament House and how to interpret and apply it as the building changes. Ms Pamille Berg AO Hon FRAIA and Mr Harold (Hal) Guida LFRAIA AIA are the joint moral rights administrators for the estate of Mr Romaldo Giurgola AO LFRAIA AIA. On an annual basis the moral rights administrators are asked to provide a formal assessment of the effectiveness of the design integrity framework and their satisfaction with their engagement by the department. |
| <b>Changes from previous year</b>             | Continuing measure.<br>Wording was amended to clarify the design integrity process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Data source</b>                            | Moral Rights Administrators Annual survey, page 16, DPS Corporate Plan 2023–24.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

**FIGURE 17:** Comparison of 2023–24 and 2022–23 results for effective functioning of the design integrity process



---

## *Analysis of results*

The management of the Design Integrity Framework:

- sets out the guiding principles for DPS in managing the maintenance of the Architects' design intent for Parliament House, and
- provides strategic and operational guidance to outline how DPS staff will manage projects for change, maintenance and repair activity.

The framework facilitates early and regular consultation with the Moral Rights Administrators on matters related to, or which may have an impact on, the design intent of Parliament House.

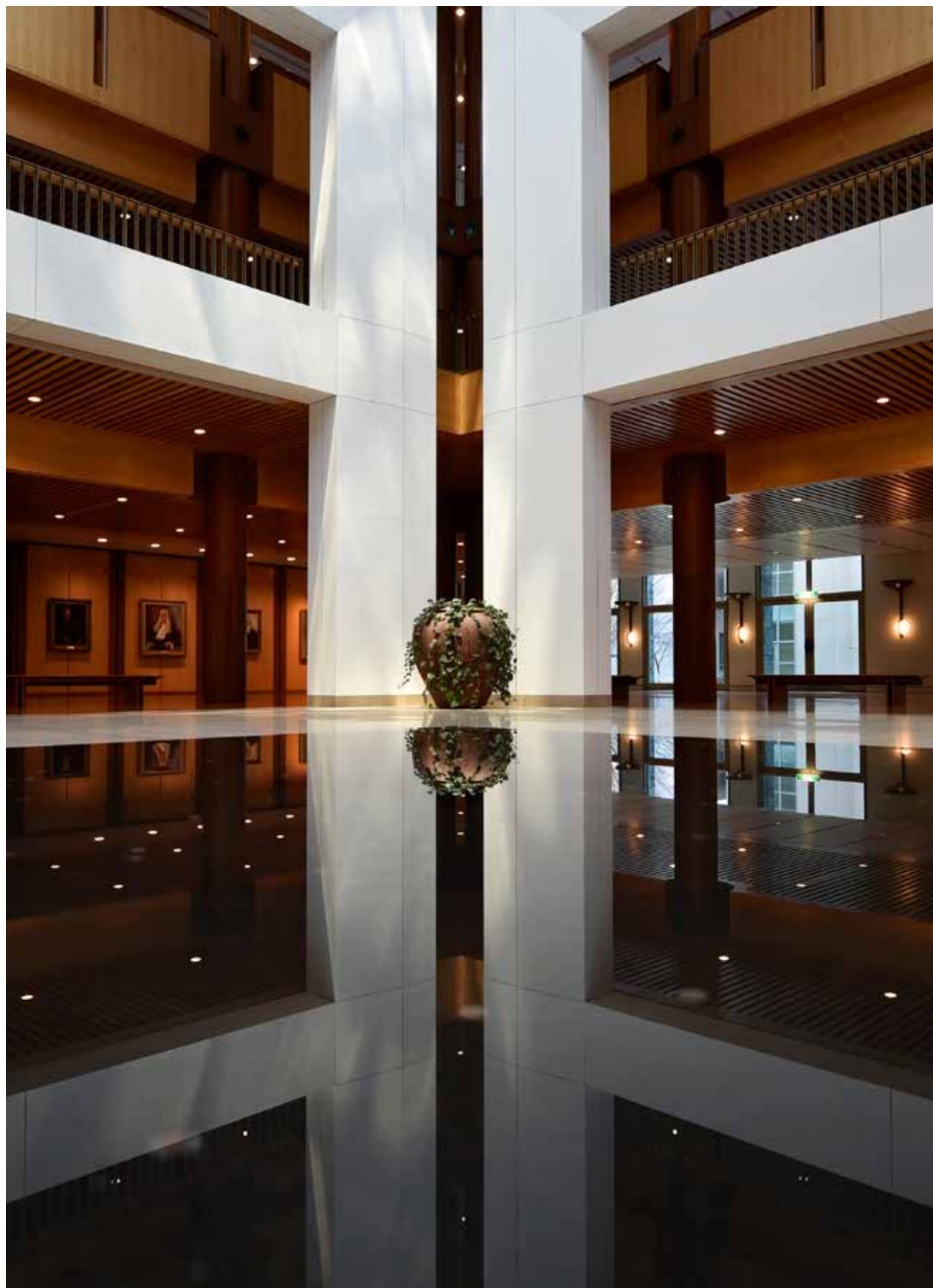
As at 30 June 2024, DPS received a response to annual survey letters from the Moral Rights Administrators. The response assessed the functioning and effectiveness of DPS's consultation process on design integrity and moral rights matters as 'effective'. The Moral Rights Administrators noted that design integrity policies and processes have matured, with increased capability and confidence of DPS staff at all levels with implementation.

DPS has maintained regular communication with the Moral Rights Administrators and held design integrity quarterly meetings in 2023–24. DPS also held associated ad hoc meetings and site visits, which have been a valuable part of the design integrity process.

Nine Moral Rights Notifications were issued to the Moral Rights Administrators throughout 2023–24, on issues and proposed changes. These included security, accessibility, capital works, commissioned art and furniture programs, lighting, fixtures and finishes.

Design intent advice is sought at the early stages of capital works or maintenance projects and continues through each project's lifecycle. This addresses concerns regarding potential impacts to the design intent of Parliament House and incorporates consistent design ideas during projects. In 2023–24, design advice was sought on eight matters, including commissioned art and furniture programs, security projects and electrical projects.







## FINANCE

# 4

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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 2024:

- (a) comply with Australian Accounting Standards – Simplified Disclosures 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 2024 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 2024 and for the year then ended:

- Statement by the Secretary and Chief Financial 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 material accounting policy information 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 their 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.

GPO Box 707, Canberra ACT 2601  
38 Sydney Avenue, Forrest ACT 2603  
Phone (02) 6203 7300

| Key audit matter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | How the audit addressed the matter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Valuation of Buildings</b></p> <p><i>Refer to Note 4.1 Administered – Non-Financial Assets</i></p> <p>I consider the valuation of administered buildings to be a key audit matter due to the complexities in the judgements underpinning the calculation of the fair value of buildings, being Parliament House. As at 30 June 2024, buildings were valued at \$2.85 billion (2023: \$2.73 billion).</p> <p>The valuation is complex due to the unique nature of each building component that comprises Parliament House. Significant judgement is exercised in making the estimation, which is based on current replacement cost and useful life.</p> | <p>To address the key audit matter, I</p> <ul style="list-style-type: none"> <li>evaluated the competence, capability and objectivity of the Entity's valuation expert; and</li> <li>evaluated the appropriateness of key assumptions applied by the Entity's valuation expert that included the estimated replacement costs. This included testing the completeness and accuracy of data used in the valuation process including assess the quality assurance processes used by the Entity to confirm the integrity of the data used for performing the valuation.</li> </ul> |

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

As the Accountable Authority of the Entity, the Secretary is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures 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  
Executive Director

Delegate of the Auditor-General

Canberra

25 September 2024

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Department of Parliamentary Services  
Financial Statements for the period ended 30 June 2024

Statement by the Secretary and the Chief Financial Officer

In our opinion, the attached financial statements for the year ended 30 June 2024 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

24 September 2024

Signed 

Thao Le

Chief Financial Officer

24 September 2024

**STATEMENT OF COMPREHENSIVE INCOME**  
for the period ended 30 June 2024

|                                                                                 |              |                | 2024            | 2023            | Original<br>Budget<br>2024 |
|---------------------------------------------------------------------------------|--------------|----------------|-----------------|-----------------|----------------------------|
|                                                                                 | Note<br>Ref. | Budget<br>Ref. | \$'000          | \$'000          | \$'000                     |
| <b>NET COST OF SERVICES</b>                                                     |              |                |                 |                 |                            |
| <b>Expenses</b>                                                                 |              |                |                 |                 |                            |
| Employee benefits                                                               | 6.1A         |                | 114,678         | 109,219         | 113,771                    |
| Suppliers                                                                       | 1.1A         |                | 71,290          | 66,193          | 67,102                     |
| Depreciation and amortisation                                                   | 3.2A         | B4             | 18,992          | 20,872          | 27,514                     |
| Write-down and impairment of other assets                                       |              |                | 529             | 902             | -                          |
| Losses from asset sales                                                         |              |                | 21              | 48              | -                          |
| Finance costs                                                                   |              | B2             | 36              | 47              | 1,442                      |
| <b>Total expenses</b>                                                           |              |                | <b>205,546</b>  | <b>197,281</b>  | <b>209,829</b>             |
| <b>Own-Source Income</b>                                                        |              |                |                 |                 |                            |
| <b>Own-source revenue</b>                                                       |              |                |                 |                 |                            |
| Revenue from contracts with customers                                           | 1.2A         | B1             | 16,761          | 16,206          | 16,000                     |
| Resources received free of charge                                               | 1.2B         |                | 200             | 194             | -                          |
| Other revenue                                                                   |              | B1             | 5,320           | 1,206           | 875                        |
| <b>Total own-source revenue</b>                                                 |              |                | <b>22,281</b>   | <b>17,606</b>   | <b>16,875</b>              |
| <b>Total own-source income</b>                                                  |              |                | <b>22,281</b>   | <b>17,606</b>   | <b>16,875</b>              |
| <b>Net cost of services</b>                                                     |              |                | <b>183,265</b>  | <b>179,675</b>  | <b>192,954</b>             |
| Revenue from Government                                                         | 5.1A         |                | 167,719         | 156,901         | 167,719                    |
| <b>Deficit after income tax on continuing operation</b>                         |              |                | <b>(15,546)</b> | <b>(22,774)</b> | <b>(25,235)</b>            |
| <b>OTHER COMPREHENSIVE INCOME</b>                                               |              |                |                 |                 |                            |
| <b>Items not subject to subsequent reclassification to net cost of services</b> |              |                |                 |                 |                            |
| Changes in asset revaluation reserve                                            | 3.2A         | B4             | (2,068)         | 1,370           | -                          |
| <b>Total comprehensive loss</b>                                                 |              |                | <b>(17,614)</b> | <b>(21,404)</b> | <b>(25,235)</b>            |

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

**STATEMENT OF FINANCIAL POSITION**  
as at 30 June 2024

|                                           |              |                | 2024           | 2023           | Original<br>Budget<br>2024 |
|-------------------------------------------|--------------|----------------|----------------|----------------|----------------------------|
|                                           | Note<br>Ref. | Budget<br>Ref. | \$'000         | \$'000         | \$'000                     |
| <b>ASSETS</b>                             |              |                |                |                |                            |
| <b>Financial assets</b>                   |              |                |                |                |                            |
| Cash and cash equivalents                 |              |                | 967            | 1,293          | 1,094                      |
| Trade and other receivables               | 3.1A         | B3             | 28,783         | 21,526         | 22,714                     |
| <b>Total financial assets</b>             |              |                | <b>29,750</b>  | <b>22,819</b>  | <b>23,808</b>              |
| <b>Non-financial assets</b>               |              |                |                |                |                            |
| Property, plant and equipment:            |              |                |                |                |                            |
| Buildings                                 | 3.2A         | B2             | 11,678         | 4,573          | 50,111                     |
| Information and communication technology  | 3.2A         | B4             | 38,051         | 30,109         | 34,035                     |
| Other plant and equipment                 | 3.2A         |                | 9,332          | 11,194         | 9,821                      |
| Library collection                        | 3.2A         | B4             | 6,291          | 10,366         | 11,313                     |
| Intangibles                               | 3.2A         |                | 45,840         | 42,799         | 46,150                     |
| Inventories                               | 3.2B         |                | 732            | 736            | 232                        |
| Prepayments                               |              |                | 5,412          | 7,461          | 5,671                      |
| <b>Total non-financial assets</b>         |              |                | <b>117,336</b> | <b>107,238</b> | <b>157,333</b>             |
| <b>Total assets</b>                       | 8.1A         |                | <b>147,086</b> | <b>130,057</b> | <b>181,141</b>             |
| <b>LIABILITIES</b>                        |              |                |                |                |                            |
| <b>Payables</b>                           |              |                |                |                |                            |
| Suppliers                                 |              |                | 10,034         | 7,294          | 8,400                      |
| Other payables                            | 3.3A         |                | 4,753          | 3,940          | 4,286                      |
| <b>Total payables</b>                     |              |                | <b>14,787</b>  | <b>11,234</b>  | <b>12,686</b>              |
| <b>Provisions</b>                         |              |                |                |                |                            |
| Employee provisions                       | 6.1B         |                | 29,003         | 28,680         | 27,789                     |
| <b>Total provisions</b>                   |              |                | <b>29,003</b>  | <b>28,680</b>  | <b>27,789</b>              |
| <b>Interest bearing liabilities</b>       |              |                |                |                |                            |
| Leases                                    | 3.4A         | B2             | 3,406          | 4,467          | 59,935                     |
| <b>Total interest bearing liabilities</b> |              |                | <b>3,406</b>   | <b>4,467</b>   | <b>59,935</b>              |
| <b>Total liabilities</b>                  | 8.1A         |                | <b>47,196</b>  | <b>44,381</b>  | <b>100,410</b>             |
| <b>Net assets</b>                         |              |                | <b>99,890</b>  | <b>85,676</b>  | <b>80,731</b>              |
| <b>EQUITY</b>                             |              |                |                |                |                            |
| Contributed equity                        |              |                | 398,002        | 366,174        | 388,002                    |
| Reserves                                  |              |                | 18,810         | 20,878         | 19,508                     |
| Accumulated deficit                       |              |                | (316,922)      | (301,376)      | (326,779)                  |
| <b>Total equity</b>                       |              |                | <b>99,890</b>  | <b>85,676</b>  | <b>80,731</b>              |

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 2024

|                                              | Contributed equity |                | Asset revaluation reserve |               | Accumulated deficit |                  | Total equity  |               |
|----------------------------------------------|--------------------|----------------|---------------------------|---------------|---------------------|------------------|---------------|---------------|
|                                              | 2024               | 2023           | 2024                      | 2023          | 2024                | 2023             | 2024          | 2023          |
|                                              | \$'000             | \$'000         | \$'000                    | \$'000        | \$'000              | \$'000           | \$'000        | \$'000        |
| <b>Opening balance</b>                       |                    |                |                           |               |                     |                  |               |               |
| Balance carried forward from previous period | 366,174            | 347,683        | 20,878                    | 19,508        | (301,376)           | (278,602)        | 85,676        | 88,589        |
| <b>Comprehensive income</b>                  |                    |                |                           |               |                     |                  |               |               |
| Deficit for the period                       | -                  | -              | -                         | -             | (15,546)            | (22,774)         | (15,546)      | (22,774)      |
| Changes in asset revaluation reserve         | -                  | -              | (2,068)                   | 1,370         | -                   | -                | (2,068)       | 1,370         |
| <b>Total comprehensive income</b>            | -                  | -              | (2,068)                   | 1,370         | (15,546)            | (22,774)         | (17,614)      | (21,404)      |
| <b>Transactions with owners</b>              |                    |                |                           |               |                     |                  |               |               |
| Contributions and distributions by owners    |                    |                |                           |               |                     |                  |               |               |
| Departmental capital budget                  | 31,828             | 18,491         | -                         | -             | -                   | -                | 31,828        | 18,491        |
| <b>Total transactions with owners</b>        | 31,828             | 18,491         | -                         | -             | -                   | -                | 31,828        | 18,491        |
| <b>Closing balance as at 30 June</b>         | <b>398,002</b>     | <b>366,174</b> | <b>18,810</b>             | <b>20,878</b> | <b>(316,922)</b>    | <b>(301,376)</b> | <b>99,890</b> | <b>85,676</b> |
| <b>Original Budget</b>                       |                    |                |                           |               |                     |                  |               |               |
| Opening balance                              | 366,174            | 347,683        | 19,508                    | 19,508        | (301,544)           | (278,602)        | 84,138        | 88,589        |
| Total comprehensive income                   | -                  | -              | -                         | -             | (25,235)            | (20,764)         | (25,235)      | (20,764)      |
| Total transactions with owners               | 21,828             | 30,355         | -                         | -             | -                   | -                | 21,828        | 30,355        |
| Closing balance                              | 388,002            | 378,038        | 19,508                    | 19,508        | (326,779)           | (299,366)        | 80,731        | 98,180        |

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.

**CASH FLOW STATEMENT**  
for the period ended 30 June 2024

|                                                                     |                | 2024            | 2023            | Original<br>Budget<br>2024 |
|---------------------------------------------------------------------|----------------|-----------------|-----------------|----------------------------|
|                                                                     | Budget<br>Ref. | \$'000          | \$'000          | \$'000                     |
| <b>OPERATING ACTIVITIES</b>                                         |                |                 |                 |                            |
| <b>Cash received</b>                                                |                |                 |                 |                            |
| Appropriations                                                      |                | 194,880         | 185,900         | 184,594                    |
| Sale of goods and rendering of services                             | B1             | 16,669          | 18,557          | 16,000                     |
| Net GST received                                                    |                | 7,432           | 7,311           | 6,416                      |
| Other                                                               |                | 5,270           | 1,194           | 875                        |
| <b>Total cash received</b>                                          |                | <b>224,251</b>  | <b>212,962</b>  | <b>207,885</b>             |
| <b>Cash used</b>                                                    |                |                 |                 |                            |
| Employees                                                           |                | 114,331         | 108,809         | 113,771                    |
| Suppliers                                                           |                | 75,044          | 78,726          | 73,518                     |
| Interest payments on lease liabilities                              |                | 36              | 47              | 1,442                      |
| Section 74 receipts transferred to Public Account (OPA)             | B1             | 34,151          | 23,497          | 16,875                     |
| <b>Total cash used</b>                                              |                | <b>223,562</b>  | <b>211,079</b>  | <b>205,606</b>             |
| <b>Net cash from operating activities</b>                           |                | <b>689</b>      | <b>1,883</b>    | <b>2,279</b>               |
| <b>INVESTING ACTIVITIES</b>                                         |                |                 |                 |                            |
| <b>Cash received</b>                                                |                |                 |                 |                            |
| Proceeds from sales of plant and equipment                          |                | 4               | 17              | -                          |
| <b>Total cash received</b>                                          |                | <b>4</b>        | <b>17</b>       | <b>-</b>                   |
| <b>Cash used</b>                                                    |                |                 |                 |                            |
| Purchase of property, plant and equipment                           | B4             | 23,081          | 16,748          | 12,881                     |
| Purchase of intangibles                                             |                | 9,567           | 9,121           | 10,530                     |
| <b>Total cash used</b>                                              |                | <b>32,648</b>   | <b>25,869</b>   | <b>23,411</b>              |
| <b>Net cash used by investing activities</b>                        |                | <b>(32,644)</b> | <b>(25,852)</b> | <b>(23,411)</b>            |
| <b>FINANCING ACTIVITIES</b>                                         |                |                 |                 |                            |
| <b>Cash received</b>                                                |                |                 |                 |                            |
| Departmental capital budget                                         | B3             | 32,831          | 25,529          | 23,411                     |
| <b>Total cash received</b>                                          |                | <b>32,831</b>   | <b>25,529</b>   | <b>23,411</b>              |
| <b>Cash used</b>                                                    |                |                 |                 |                            |
| Principal payments of lease liabilities                             |                | 1,202           | 1,361           | 2,279                      |
| <b>Total cash used</b>                                              |                | <b>1,202</b>    | <b>1,361</b>    | <b>2,279</b>               |
| <b>Net cash from financing activities</b>                           |                | <b>31,629</b>   | <b>24,168</b>   | <b>21,132</b>              |
| <b>Net increase/(decrease) in cash held</b>                         |                | <b>(326)</b>    | <b>199</b>      | <b>-</b>                   |
| Cash and cash equivalents at the beginning of the reporting period  |                | 1,293           | 1,094           | 1,094                      |
| <b>Cash and cash equivalents at the end of the reporting period</b> |                | <b>967</b>      | <b>1,293</b>    | <b>1,094</b>               |

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

**ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME**  
for the period ended 30 June 2024

|                                                                                 |              |                |                 |                 | Original<br>Budget<br>2024 |
|---------------------------------------------------------------------------------|--------------|----------------|-----------------|-----------------|----------------------------|
|                                                                                 | Note<br>Ref. | Budget<br>Ref. | 2024<br>\$'000  | 2023<br>\$'000  | 2024<br>\$'000             |
| <b>NET COST OF SERVICES</b>                                                     |              |                |                 |                 |                            |
| <b>Expenses</b>                                                                 |              |                |                 |                 |                            |
| Suppliers                                                                       | 2.1A         |                | 5,921           | 10,858          | 6,040                      |
| Depreciation and amortisation                                                   | 4.1A         |                | 45,859          | 48,435          | 50,328                     |
| Write-down and impairment of non-financial assets                               | 4.1A         |                | 662             | 10              | -                          |
| <b>Total expenses</b>                                                           |              |                | <b>52,442</b>   | <b>59,303</b>   | <b>56,368</b>              |
| <b>Income</b>                                                                   |              |                |                 |                 |                            |
| <b>Revenue</b>                                                                  |              |                |                 |                 |                            |
| <b>Non-taxation revenue</b>                                                     |              |                |                 |                 |                            |
| Other revenue                                                                   |              | B6             | 1,504           | 3,599           | -                          |
| <b>Total non-taxation revenue</b>                                               |              |                | <b>1,504</b>    | <b>3,599</b>    | <b>-</b>                   |
| <b>Total revenue</b>                                                            |              |                | <b>1,504</b>    | <b>3,599</b>    | <b>-</b>                   |
| <b>Total income</b>                                                             |              |                | <b>1,504</b>    | <b>3,599</b>    | <b>-</b>                   |
| <b>Net cost of services</b>                                                     |              |                | <b>50,938</b>   | <b>55,704</b>   | <b>56,368</b>              |
| <b>Deficit</b>                                                                  |              |                | <b>(50,938)</b> | <b>(55,704)</b> | <b>(56,368)</b>            |
| <b>OTHER COMPREHENSIVE INCOME</b>                                               |              |                |                 |                 |                            |
| <b>Items not subject to subsequent reclassification to net cost of services</b> |              |                |                 |                 |                            |
| Changes in asset revaluation reserve                                            | 4.1A         | B5             | 142,742         | 130,147         | -                          |
| <b>Total comprehensive income/(loss)</b>                                        |              |                | <b>91,804</b>   | <b>74,443</b>   | <b>(56,368)</b>            |

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

## ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES

as at 30 June 2024

|                                                                   |              |                | 2024             | 2023             | Original<br>Budget<br>2024 |
|-------------------------------------------------------------------|--------------|----------------|------------------|------------------|----------------------------|
|                                                                   | Note<br>Ref. | Budget<br>Ref. | \$'000           | \$'000           | \$'000                     |
| <b>ASSETS</b>                                                     |              |                |                  |                  |                            |
| <b>Financial assets</b>                                           |              |                |                  |                  |                            |
| Trade and other receivables                                       |              |                | -                | 3,689            | -                          |
| GST receivable                                                    |              |                | 816              | 1,474            | 828                        |
| <b>Total financial assets</b>                                     |              |                | <b>816</b>       | <b>5,163</b>     | <b>828</b>                 |
| <b>Non-financial assets</b>                                       |              |                |                  |                  |                            |
| Property, plant and equipment:                                    |              |                |                  |                  |                            |
| Land                                                              | 4.1A         |                | 145,560          | 145,560          | 145,560                    |
| Buildings                                                         | 4.1A         | B5             | 2,851,024        | 2,727,942        | 2,605,029                  |
| Heritage and cultural                                             | 4.1A         | B5             | 132,476          | 126,429          | 127,147                    |
| Plant and equipment                                               | 4.1A         |                | 65,167           | 52,060           | 66,540                     |
| Intangibles                                                       | 4.1A         |                | 7,176            | 7,220            | 10,786                     |
| Prepayments                                                       |              |                | 557              | 195              | 529                        |
| <b>Total non-financial assets</b>                                 |              |                | <b>3,201,960</b> | <b>3,059,406</b> | <b>2,955,591</b>           |
| <b>Total assets administered on behalf of<br/>Government</b>      | 8.1B         |                | <b>3,202,776</b> | <b>3,064,569</b> | <b>2,956,419</b>           |
| <b>LIABILITIES</b>                                                |              |                |                  |                  |                            |
| <b>Payables</b>                                                   |              |                |                  |                  |                            |
| Suppliers                                                         |              |                | 666              | 3,268            | 918                        |
| GST funding                                                       |              |                | -                | 1,271            | -                          |
| Other payables                                                    |              |                | -                | 5,748            | 740                        |
| <b>Total payables</b>                                             |              |                | <b>666</b>       | <b>10,287</b>    | <b>1,658</b>               |
| <b>Total liabilities administered on behalf of<br/>government</b> | 8.1B         |                | <b>666</b>       | <b>10,287</b>    | <b>1,658</b>               |
| <b>Net assets</b>                                                 |              |                | <b>3,202,110</b> | <b>3,054,282</b> | <b>2,954,761</b>           |

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 2024*

|                                                            |              | 2024             | 2023             |
|------------------------------------------------------------|--------------|------------------|------------------|
|                                                            | Note<br>Ref. | \$'000           | \$'000           |
| <b>Opening assets less liabilities as at 1 July</b>        |              | <b>3,054,282</b> | <b>2,926,965</b> |
| <b>Net (cost of)/contribution by services</b>              |              |                  |                  |
| Income                                                     |              | 1,504            | 3,599            |
| Expenses                                                   |              | (52,442)         | (59,303)         |
| <b>Other comprehensive income</b>                          |              |                  |                  |
| Revaluations transferred to reserves                       | 4.1A         | 142,742          | 130,147          |
| <b>Transfers (to)/from Australian Government</b>           |              |                  |                  |
| Appropriation transfers from Official Public Account (OPA) |              |                  |                  |
| Administered assets and liabilities appropriations         |              | 42,893           | 48,308           |
| Administered annual appropriations                         |              | 13,131           | 4,566            |
| <b>Closing assets less liabilities as at 30 June</b>       |              | <b>3,202,110</b> | <b>3,054,282</b> |

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

**Accounting Policy****Administered Cash Transfers to and from the OPA**

Revenue collected by DPS for use by the Government rather than the department is administered revenue. Collections are transferred to the OPA maintained by the Department of Finance (DOF). 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 2024

|                                                                           |                | 2024     | 2023     | Original<br>Budget<br>2024 |
|---------------------------------------------------------------------------|----------------|----------|----------|----------------------------|
|                                                                           | Budget<br>Ref. | \$'000   | \$'000   | \$'000                     |
| <b>OPERATING ACTIVITIES</b>                                               |                |          |          |                            |
| <b>Cash received</b>                                                      |                |          |          |                            |
| GST received                                                              |                | 4,872    | 4,294    | 6,102                      |
| Sundry receipts                                                           | B6             | 5,193    | -        | -                          |
| <b>Total cash received</b>                                                |                | 10,065   | 4,294    | 6,102                      |
| <b>Cash used</b>                                                          |                |          |          |                            |
| Suppliers                                                                 |                | 20,228   | 9,389    | 12,142                     |
| <b>Total cash used</b>                                                    |                | 20,228   | 9,389    | 12,142                     |
| <b>Net cash used by operating activities</b>                              |                | (10,163) | (5,095)  | (6,040)                    |
| <b>INVESTING ACTIVITIES</b>                                               |                |          |          |                            |
| <b>Cash used</b>                                                          |                |          |          |                            |
| Purchase of property, plant and equipment                                 | B5             | 45,216   | 47,646   | 58,050                     |
| Purchase of intangibles                                                   |                | 645      | 662      | 2,988                      |
| <b>Total cash used</b>                                                    |                | 45,861   | 48,308   | 61,038                     |
| <b>Net cash used by investing activities</b>                              |                | (45,861) | (48,308) | (61,038)                   |
| <b>Cash (to)/from Official Public Account</b>                             |                |          |          |                            |
| Appropriations                                                            | B5             | 55,260   | 52,874   | 73,180                     |
| Net GST funding                                                           |                | 764      | 529      | (6,102)                    |
| <b>Total cash from the official public account</b>                        |                | 56,024   | 53,403   | 67,078                     |
| <b>Net decrease in cash held</b>                                          |                | -        | -        | -                          |
| <b>Cash and cash equivalents at the beginning of the reporting period</b> |                | -        | -        | -                          |
| <b>Cash and cash equivalents at the end of the reporting period</b>       |                | -        | -        | -                          |

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

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### A. Overview

#### Objectives of the Department of Parliamentary Services

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

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

The continued existence of the department in its present form and with its present programs is dependent on Government policy and on continuing funding by Parliament for the entity's administration and programs.

The department's activities contributing toward this outcome are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the department in its own right. Administered activities involve the management or oversight by the department, on behalf of the Parliament and the Presiding Officers, of items controlled or incurred by the Parliament.

The department conducts the following administered activities on behalf of the Parliament:

- Parliament House Works Program: Effective stewardship of Australian Parliament House, including effectively managing the Australian Parliament House capital works plan.

#### Basis of preparation

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

The financial statements have been prepared in accordance with:

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

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

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

#### New Australian accounting standards (AAS)

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

#### 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.

#### Key Judgements and estimates

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

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

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## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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### 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

Changes have been made to departmental prior year disclosures in the following notes:

- Note 5.1B: Unspent annual appropriations
- Note 5.2A: Departmental Net Cash Appropriations

No changes have been made to administered prior year disclosures.

### Events after the reporting period

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

### Administered events after the reporting period

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

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

## B. Budget Variance Commentary

| DEPARTMENTAL                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Note reference                                   | Affected line items                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Explanation of major variance <sup>1</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| B1. Contract Revenue                             | <p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> <li>Revenue from contracts with customers</li> <li>Other revenue</li> </ul> <p>Cash Flow Statement:</p> <ul style="list-style-type: none"> <li>Sales of goods and rendering of services</li> <li>Section 74 receipts transferred to OPA</li> </ul>                                                                                                                                                   | <p>The revenue from contracts with customers is higher than budget predominantly due to:</p> <ul style="list-style-type: none"> <li>An increase in the number of catering and events activities during the financial year,</li> <li>The increase in visitors and tour participants, and</li> <li>The implementation of a strategic plan to enhance the product range of the shop.</li> </ul> <p>Other revenue is higher due to shared services being provided to other similar agencies.</p>                                                                                                                                                                                                                                                                                                                          |
| B2. Leases (including right-of-use (ROU) assets) | <p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> <li>Finance costs</li> </ul> <p>Statement of Financial Position:</p> <ul style="list-style-type: none"> <li>Buildings - ROU assets</li> <li>Leases</li> </ul>                                                                                                                                                                                                                                        | <p>Buildings are the ROU assets, which are the arrangements providing DPS the right to use certain assets for a specified period. The primary ROU asset that DPS holds at 30 June 2024 is the 25 National Circuit lease.</p> <p>Finance costs, ROU assets and lease liabilities are significantly lower than budget due to the delay in DPS being able to occupy a newly leased office space at the West Block.</p>                                                                                                                                                                                                                                                                                                                                                                                                   |
| B3. Receivables                                  | <p>Statement of Financial Position:</p> <ul style="list-style-type: none"> <li>Trade and other receivables</li> </ul> <p>Cash Flow Statement:</p> <ul style="list-style-type: none"> <li>Departmental Capital Budget</li> </ul>                                                                                                                                                                                                                                                   | <p>The department received additional capital funding of \$10m in the 2023-24 MYEFO through a reclassification of funds to assist with capital projects including the West Block fit out. The timing of delivery of the projects have resulted in an unspent balance at year end.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| B4. Non-Financial Assets <sup>2</sup>            | <p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> <li>Depreciation and amortisation</li> <li>Changes in asset revaluation reserve</li> </ul> <p>Statement of Financial Position:</p> <ul style="list-style-type: none"> <li>Information and communication technology (ICT)</li> <li>Library Collections (LC)</li> </ul> <p>Cash Flow Statement:</p> <ul style="list-style-type: none"> <li>Purchase of property, plant, and equipment (PPE)</li> </ul> | <p><u>Buildings</u></p> <p>Depreciation and amortisation is under budget due to the delay in DPS being able to occupy the leased office space at the West Block. This resulted in the ROU asset not yet being recognised and depreciated.</p> <p><u>LC</u></p> <p>The change in asset revaluation reserve is due to a decrease in the fair value of LC assets as a result of the 2023-24 independent valuation exercise undertaken by Jones Lang LaSalle Advisory Services Pty Ltd (JLL).</p> <p><u>ICT</u></p> <p>There has been an increase in capital spending compared to the budget to implement the department's digital strategy. These projects include video conferencing, telephony modernisation Phase 2, cloud transformation, ICT hardware refresh, zero trust network, and strategic cyber program.</p> |

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## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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1. Major variances are determined based on the quantum of balances and qualitative factors and are not focused merely on quantitative variances between the original budget and actual amounts.

2. PPE of \$55.169m in the original budget as per the Portfolio Budget Statements (PBS) is comprised of ICT (\$34.035m), other plant and equipment (\$9.821m), and library collection (\$11.313m) as disclosed in the statement of financial position.

Purchase of PPE and intangibles of \$23.411m in the original budget as per the PBS is comprised of PPE (\$12.881m) and intangibles (\$10.530m) as disclosed in the cash flow statement.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

| ADMINISTERED                          |                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Note reference                        | Affected line items                                                                                                                                                                                                                                                                                                                                                                | Explanation of major variance <sup>1</sup>                                                                                                                                                                                                                                                                                                                                                                          |
| B5. Non-Financial Assets <sup>2</sup> | Schedule of Comprehensive Income: <ul style="list-style-type: none"> <li>Changes in asset revaluation reserve</li> </ul> Schedule of Assets and Liabilities: <ul style="list-style-type: none"> <li>Buildings</li> <li>Heritage and Cultural</li> </ul> Schedule of Cash Flow Statement: <ul style="list-style-type: none"> <li>Purchase of PPE</li> <li>Appropriations</li> </ul> | <u>Valuations:</u><br>The 2023-24 independent valuation exercise resulted in an increment in value for Buildings (\$137,565m) and Heritage and Cultural assets (\$5,177m) driving variances to budget for these asset classes.<br><br><u>Administered capital works program:</u><br>Purchase of PPE was under budget predominantly because of project delays and complexities across a number of material projects. |
| B6. Revenue                           | Schedule of Comprehensive Income: <ul style="list-style-type: none"> <li>Other revenue</li> </ul> Schedule of Cash Flow Statement: <ul style="list-style-type: none"> <li>Sundry receipts</li> </ul>                                                                                                                                                                               | Other revenue relates to building works being undertaken for other agencies.                                                                                                                                                                                                                                                                                                                                        |

1. Major variances are determined based on the quantum of balances and qualitative factors and are not focused merely on quantitative variances between the original budget and actual amounts.

2. Land and buildings of \$2,750.589m in the original budget as per the PBS is comprised of land (\$145,560m), and buildings (\$2,605,029m) as disclosed in the Administered schedule of assets and liabilities.

Purchase of PPE and intangibles of \$61,038m in the original budget as per the PBS is comprised of PPE (\$58,050m) and intangibles (\$2,988m) as disclosed in the Administered cash flow statement.

Other:

Trade and other receivables of \$0.828m in the original budget as per the PBS is comprised of GST receivable (\$0.828m) as disclosed in the Administered schedule of assets and liabilities.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 1. Financial performance

This section analyses the financial performance of the department for the year ended 2024.

#### 1.1. Expenses

|                                                      | 2024          | 2023          |
|------------------------------------------------------|---------------|---------------|
|                                                      | \$'000        | \$'000        |
| <b>Note 1.1A: Suppliers</b>                          |               |               |
| <b>Goods and services supplied or rendered</b>       |               |               |
| Consultants                                          | 587           | 213           |
| Contractors and professional services                | 16,577        | 14,900        |
| Catering labour hire                                 | 3,061         | 4,015         |
| Information communication and technology             | 22,316        | 21,543        |
| Property operating expenses                          | 18,242        | 15,133        |
| Office equipment and supplies                        | 1,016         | 1,400         |
| Employee related expenses <sup>1</sup>               | 4,470         | 3,584         |
| Cost of goods sold                                   | 4,162         | 4,385         |
| Other                                                | 293           | 234           |
| <b>Total goods and services supplied or rendered</b> | <b>70,724</b> | <b>65,407</b> |
| Goods supplied                                       | 11,565        | 13,542        |
| Services rendered                                    | 59,159        | 51,865        |
| <b>Total goods and services supplied or rendered</b> | <b>70,724</b> | <b>65,407</b> |
| <b>Other suppliers</b>                               |               |               |
| Workers compensation expenses                        | 566           | 786           |
| <b>Total other suppliers</b>                         | <b>566</b>    | <b>786</b>    |
| <b>Total suppliers</b>                               | <b>71,290</b> | <b>66,193</b> |

1. Employee related expenses is comprised of employee training expenses (\$1.242m), recruitment fees (\$1.387m), security vetting (\$0.254m), travel expenses (\$0.622m), WHS (\$0.142m), and other miscellaneous expenses (\$0.823m).

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**1.2. Own-source revenue and gains**

|                    | 2024   | 2023   |
|--------------------|--------|--------|
| OWN SOURCE REVENUE | \$'000 | \$'000 |

**Note 1.2A: Revenue from contracts with customers**

|                                                    |               |               |
|----------------------------------------------------|---------------|---------------|
| Parliament shop                                    | 1,312         | 1,125         |
| Catering                                           | 10,738        | 10,956        |
| Rendering of other services                        | 2,038         | 1,880         |
| Licence revenue                                    | 2,215         | 1,965         |
| Public carpark                                     | 458           | 280           |
| <b>Total revenue from contracts with customers</b> | <b>16,761</b> | <b>16,206</b> |

**Disaggregation of revenue from contracts with customers****Type of customer:**

|                                                  |               |               |
|--------------------------------------------------|---------------|---------------|
| Australian Government entities (related parties) | 1,339         | 1,519         |
| State and Territory Governments                  | 9             | 8             |
| Non-government entities                          | 15,413        | 14,679        |
|                                                  | <b>16,761</b> | <b>16,206</b> |

**Timing of transfer of goods and services:**

|                       |               |               |
|-----------------------|---------------|---------------|
| Over a period of time | 2,903         | 2,523         |
| At a point in time    | 13,858        | 13,683        |
|                       | <b>16,761</b> | <b>16,206</b> |

**Accounting policy**

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

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

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

Where payment is not received at a point-of-sale terminal, DPS payment terms are 30 days (2023: 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.

|                                                     | 2024       | 2023       |
|-----------------------------------------------------|------------|------------|
|                                                     | \$'000     | \$'000     |
| <b>Note 1.2B: Resources received free of charge</b> |            |            |
| Audit fee                                           | 200        | 194        |
| <b>Total Resources received free of charge</b>      | <b>200</b> | <b>194</b> |

**Accounting policy**

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

## 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

|                                                      | 2024         | 2023          |
|------------------------------------------------------|--------------|---------------|
|                                                      | \$'000       | \$'000        |
| <b>Note 2.1A: Suppliers</b>                          |              |               |
| <b>Goods and services supplied or rendered</b>       |              |               |
| Maintenance                                          | 5,921        | 10,858        |
| <b>Total goods and services supplied or rendered</b> | <b>5,921</b> | <b>10,858</b> |
| Goods supplied                                       | 508          | 1,531         |
| Services rendered                                    | 5,413        | 9,327         |
| <b>Total goods and services supplied or rendered</b> | <b>5,921</b> | <b>10,858</b> |

### 3. Financial position

This section analyses the department's assets used to conduct its operations and the operating liabilities incurred as a result.

#### 3.1. Financial assets

|                                                  | 2024          | 2023          |
|--------------------------------------------------|---------------|---------------|
|                                                  | \$'000        | \$'000        |
| <b>Note 3.1A: Trade and other receivables</b>    |               |               |
| <b>Goods and services receivables</b>            |               |               |
| Goods and services                               | 1,936         | 1,143         |
| <b>Total goods and services receivables</b>      | <b>1,936</b>  | <b>1,143</b>  |
| <b>Appropriations receivables</b>                |               |               |
| Operating funding for existing programs          | 21,325        | 14,335        |
| Departmental Capital Budget                      | 3,824         | 4,827         |
| <b>Total appropriations receivables</b>          | <b>25,149</b> | <b>19,162</b> |
| <b>Other receivables</b>                         |               |               |
| GST receivable from ATO                          | 1,606         | 1,272         |
| Other                                            | 138           | 1             |
| <b>Total other receivables</b>                   | <b>1,744</b>  | <b>1,273</b>  |
| <b>Total trade and other receivables (gross)</b> | <b>28,829</b> | <b>21,578</b> |
| <b>Less expected credit loss allowance</b>       | <b>(46)</b>   | <b>(52)</b>   |
| <b>Total trade and other receivables (net)</b>   | <b>28,783</b> | <b>21,526</b> |

Credit terms for goods and services were within 30 days (2023: 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 property, plant and equipment and intangibles**

|                                                                           | Property, plant and equipment |                                          |                           |                     |               |                |
|---------------------------------------------------------------------------|-------------------------------|------------------------------------------|---------------------------|---------------------|---------------|----------------|
|                                                                           | Buildings                     | Information and communication technology | Other plant and equipment | Library collections | Intangibles   | Total          |
|                                                                           | \$'000                        | \$'000                                   | \$'000                    | \$'000              | \$'000        | \$'000         |
| <b>As at 1 July 2023</b>                                                  |                               |                                          |                           |                     |               |                |
| Gross book value                                                          | 6,401                         | 30,331                                   | 11,255                    | 12,950              | 117,307       | 178,244        |
| Accumulated depreciation, amortisation and impairment                     | (1,828)                       | (222)                                    | (61)                      | (2,584)             | (74,508)      | (79,203)       |
| <b>Total as at 1 July 2023</b>                                            | <b>4,573</b>                  | <b>30,109</b>                            | <b>11,194</b>             | <b>10,366</b>       | <b>42,799</b> | <b>99,041</b>  |
| <b>Additions</b>                                                          |                               |                                          |                           |                     |               |                |
| By purchase or internally developed                                       | 8,409                         | 12,443                                   | 783                       | 2,582               | 9,569         | 33,786         |
| Revaluations recognised in other comprehensive income <sup>1</sup>        | -                             | -                                        | -                         | (2,068)             | -             | (2,068)        |
| Revaluations recognised in net cost of services <sup>1</sup>              | -                             | -                                        | -                         | (207)               | -             | (207)          |
| Remeasurement on ROU assets                                               | 141                           | -                                        | -                         | -                   | -             | 141            |
| Depreciation and amortisation                                             | (1,445)                       | (5,093)                                  | (3,011)                   | (806)               | (8,637)       | (18,992)       |
| Reclassification                                                          | -                             | 644                                      | 400                       | (3,576)             | 2,347         | (185)          |
| Write-down and impairment recognised in net cost of services <sup>2</sup> | -                             | (52)                                     | (25)                      | -                   | (238)         | (315)          |
| Disposals                                                                 | -                             | -                                        | (9)                       | -                   | -             | (9)            |
| <b>Total as at 30 June 2024</b>                                           | <b>11,678</b>                 | <b>38,051</b>                            | <b>9,332</b>              | <b>6,291</b>        | <b>45,840</b> | <b>111,192</b> |
| <b>Total as at 30 June 2024 represented by</b>                            |                               |                                          |                           |                     |               |                |
| Gross book value                                                          | 14,947                        | 43,357                                   | 12,400                    | 6,291               | 110,597       | 187,592        |
| Accumulated depreciation and amortisation                                 | (3,269)                       | (5,306)                                  | (3,068)                   | -                   | (64,757)      | (76,400)       |
| <b>Total as at 30 June 2024</b>                                           | <b>11,678</b>                 | <b>38,051</b>                            | <b>9,332</b>              | <b>6,291</b>        | <b>45,840</b> | <b>111,192</b> |
| <b>Carrying amount of right-of-use assets</b>                             | <b>3,269</b>                  | <b>-</b>                                 | <b>13</b>                 | <b>-</b>            | <b>-</b>      | <b>3,282</b>   |

1. An independent valuation of the ICT, Plant and Equipment (P&E) and Library Collections (LC) was conducted as at 30 June 2024 by JLL. Revaluation decrements of **\$2.275m** for LC asset class was recognised, with **\$2.068m** adjusted in the asset revaluation reserve and other comprehensive income and **\$0.207m** in net cost of services. There were no indicators of material movement in the fair value of ICT and P&E.

2. In 2023-24, all asset classes were assessed for impairment with no material indicators of impairment noted. Assessed impairment was limited to the amount noted in the table above.

3. The carrying amount of ROU assets includes accumulated depreciation of **\$3.326m** (2023: \$1.871m).

**Contractual commitments for the acquisition of property, plant and equipment and intangible assets**

The nature of capital commitments is related to the purchase of fit outs to building, plant and equipment and intangible assets.

|                                            | Capital commitments |              |
|--------------------------------------------|---------------------|--------------|
|                                            | 2024                | 2023         |
|                                            | \$'000              | \$'000       |
| <b>Commitments are payable as follows:</b> |                     |              |
| Within 1 year <sup>1</sup>                 | 11,719              | 2,603        |
| Between 1 to 5 years                       | 181                 | 258          |
| More than 5 years                          | 28                  | -            |
| <b>Total commitments</b>                   | <b>11,928</b>       | <b>2,861</b> |

Commitment's payable are GST inclusive amounts.

1. The increase is primarily related to West Block fit out arrangements entered into during the financial year.

## 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             | 2023                         |
| Other plant and equipment                |                     |                                                                       | Market selling price                 | 2023                         |
| Library collection                       |                     |                                                                       | Market selling price                 | 2024                         |
| Land                                     |                     |                                                                       | Market selling price                 | 2022                         |
| Buildings                                |                     |                                                                       | Current replacement cost             | 2022                         |
| Heritage and cultural                    |                     |                                                                       | Adjusted market transactions         | 2024                         |
| Other plant and equipment (furniture)    |                     |                                                                       | Adjusted market transactions         | 2023                         |
| Intangibles                              |                     | Cost less accumulated depreciation and accumulated impairment losses. | N/A                                  | N/A                          |
| ROU – Building                           |                     |                                                                       |                                      |                              |
| ROU – Other plant and equipment          |                     |                                                                       |                                      |                              |

The asset movement table (Note 3.2A and Note 4.1A) report amounts at their fair value 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:

|                                          | 2024           | 2023           |
|------------------------------------------|----------------|----------------|
| <u>Departmental</u>                      |                |                |
| Information and communication technology | 1 – 25 years   | 1 – 25 years   |
| Other plant and equipment                | 2 – 40 years   | 2 – 40 years   |
| Library collection                       | 2 – 100 years  | 2 – 100 years  |
| Computer software                        | 1 – 22 years   | 1 – 15 years   |
| Intangibles                              | 2 – 100 years  | 2 – 100 years  |
| <u>Administered</u>                      |                |                |
| Land                                     | Indefinite     | Indefinite     |
| Buildings                                | 5 – 230 years  | 5 – 230 years  |
| Heritage and cultural                    | Indefinite     | Indefinite     |
| Other plant and equipment                | 3 – 192 years  | 2 – 192 years  |
| Computer software                        | 4 – 7 years    | 4 – 7 years    |
| Intangibles                              | 14 – 100 years | 14 – 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

### ROU Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for as separate asset classes to corresponding assets owned outright.

An impairment review is undertaken for any ROU lease asset that shows indicators of impairment and an impairment loss is recognised against any ROU lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition.

### Assets Under Construction (AUC)

AUC are recognised and held at cost which is considered the closest estimation of fair value. AUC are reviewed annually for indicators of impairment. The value of AUC is included in the applicable asset class.

### Impairment

All assets were assessed for impairment as at 30 June 2024. Where indications of impairment exist, the asset's recoverable amount is estimated, and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the department was deprived of the asset, its value in use is taken to be its depreciated replacement cost.

### Derecognition

An item of any asset class is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Gains or losses from disposal of assets are recognised when control of the asset has been passed to the buyer.

## Accounting policy

### Heritage and cultural assets

The department has a number of stand-alone collections, managed as the Parliament House Art Collections (PHAC) including:

- the rotational collection, consisting largely of contemporary Australian artwork
- the architectural commissions, consisting of artworks that were commissioned as an integrated part of the architectural design of the building (including commissioned artist-made furniture)
- the historic memorials collection, consisting of historical portraits and paintings of significant events
- the gift collection, consisting of gifts that have been made to the Parliament
- the constitutional documents, a group of significant archival documents managed as part of the PHAC, and
- the archive, a range of historic and archival materials about Parliament, the PHAC and the construction of Parliament House.

Heritage and Cultural assets have an indefinite useful life which is maintained through the department's adoption of appropriate curatorial and preservation policies in respect of the PHAC, which are available via the following link:

[https://www.aph.gov.au/Parliamentary\\_Business/Committees/Senate/Finance\\_and\\_Public\\_Administration/Completed\\_inquiries/2010-13/deptparliamentaryservices/report/c05](https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Finance_and_Public_Administration/Completed_inquiries/2010-13/deptparliamentaryservices/report/c05)

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### Judgements and estimates

An annual assessment is undertaken by an independent valuer each year to determine whether the carrying amount of assets are materially different from the fair value, with comprehensive valuations carried out at least once every three years. Where assets materially differ, a valuation adjustment is made. DPS engaged the services of JLL to conduct the valuations of asset classes.

Asset classes are subject to a valuation assessment each year in accordance with DPS's rolling revaluation program. The valuation assessment of each asset class is conducted using one of the following approaches:

**Comprehensive valuation** – This approach involves a review of all critical information and physical attributes important in determining fair value. All DPS specific and external market inputs critical to the assets fair value are fully investigated, with a physical inspection also undertaken.

**Desktop valuation** – This approach involves determining the value of an asset with limited information and without physical inspection. Physical characteristics captured as part of previous comprehensive valuations, as well as recent external and DPS specific inputs are used to assess fair value.

**Desktop/Materiality review** – This approach involves a review of macro and micro inputs that have an impact on an asset's fair value. The outcomes are measured against the respective book values as an indication to the level of material movement.

The methods utilised to determine and substantiate the unobservable inputs are derived and evaluated as follows:

**Current replacement cost** – Assets that do not transact with enough frequency or transparency to determine fair value from directly observable market evidence have been measured utilising the current replacement cost (CRC) approach. Significant judgement and estimates include the valuation of Australian Parliament House under this approach.

In determining replacement costs, unit rates have been applied to the individual asset components to determine current replacement cost. Unit rates have been based on "Greenfield" project costs and include all materials, labour and direct costs. These unit rates have been developed based on advice from Quantity Surveyors, Rider Levett Bucknall Canberra.

Replacement costs have been adjusted in line with price movements for the Canberra construction market.

In determining physical depreciation and obsolescence adjustments, a range of inputs have been considered including internal capital and maintenance programs and reports as well as proposed asset retirements and replacements. JLL has conducted inspections of material building components to verify the inputs utilised.

**Market selling price** – Fair value measurement has been determined using the market approach. Significant judgement and estimates for asset classes utilising this approach have included the Land asset, where fair value was determined with reference to recent sales of land with a limited level of comparability due to the restricted nature, distance and unique characteristics of the Land asset. The use of Land is restricted by the *National Capital Plan* and the *Parliamentary Precincts Act 1988*.

**Adjusted market transactions** – Fair value measurement has been determined using the market approach, with adjustments made with regard to the unique characteristics or historic nature of assets within the asset class, resulting in limited directly observable market transactions. Significant judgement and estimates for assets utilising this approach have included the valuation of the 1297 Inspecimus copy of the Magna Carta, undertaken by a specialist valuer who applied significant professional judgement due to the historic nature of the asset.

|                                        | 2024       | 2023       |
|----------------------------------------|------------|------------|
|                                        | \$'000     | \$'000     |
| <b>Note 3.2B: Inventories</b>          |            |            |
| <b>Inventories held for sale</b>       |            |            |
| Parliament shop                        | 567        | 560        |
| Catering                               | 165        | 176        |
| <b>Total inventories held for sale</b> | <b>732</b> | <b>736</b> |
| <b>Total inventories</b>               | <b>732</b> | <b>736</b> |

During 2024, \$4.162m of inventory held for sale was recognised as cost of goods sold (2023: \$4.385m), refer to Note 1.1A Suppliers

### Accounting policy

Inventories held for sale are valued at the lower of cost and net realisable value.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**3.3. Payables**

|                                  | 2024         | 2023         |
|----------------------------------|--------------|--------------|
|                                  | \$'000       | \$'000       |
| <b>Note 3.3A: Other payables</b> |              |              |
| Wages and salaries               | 2,795        | 2,573        |
| Employee benefits payable        | 970          | 1,080        |
| Deposits received/held           | 987          | 286          |
| Other                            | 1            | 1            |
| <b>Total other payables</b>      | <b>4,753</b> | <b>3,940</b> |

**3.4. Interest bearing liabilities**

|                                                                | 2024         | 2023         |
|----------------------------------------------------------------|--------------|--------------|
|                                                                | \$'000       | \$'000       |
| <b>Note 3.4A: Leases</b>                                       |              |              |
| Lease Liabilities                                              |              |              |
| Buildings                                                      | 3,393        | 4,439        |
| Plant and equipment                                            | 13           | 28           |
| <b>Total leases</b>                                            | <b>3,406</b> | <b>4,467</b> |
|                                                                |              |              |
|                                                                | 2024         | 2023         |
|                                                                | \$'000       | \$'000       |
| <b>Note 3.4B: Leases - Maturity</b>                            |              |              |
| <b>Maturity analysis - contractual undiscounted cash flows</b> |              |              |
| Within 1 year                                                  | 1,289        | 1,695        |
| Between 1 to 5 years                                           | 2,152        | 2,831        |
| <b>Total leases</b>                                            | <b>3,441</b> | <b>4,526</b> |

The above lease disclosures should be read in conjunction with the accompanying note 3.2A.

Total cash outflow for leases for the year ended 30 June 2024 was \$1.202m (2023: \$1.361m).

The department, in its capacity as lessee, has one significant lease for office space located at 25 National Circuit, Forrest, Canberra.

The department has signed a new lease contract with OPP Westblock Pty Ltd, effective 1 June 2024, for a significant lease of office space at the West Block and is anticipating being able to use the leased office space in the 2024-25 financial year. The lease will be recognised when it is made available for use by OPP Westblock Pty Ltd.

**Commitments for the West Block lease arrangement (contractual undiscounted)**

|                                                  | 2024          | 2023     |
|--------------------------------------------------|---------------|----------|
|                                                  | \$'000        | \$'000   |
| <b>Lease commitments are payable as follows:</b> |               |          |
| Within 1 year                                    | 4,995         | -        |
| Between 1 to 5 years                             | 27,721        | -        |
| More than 5 years                                | 34,701        | -        |
| <b>Total lease commitments</b>                   | <b>67,416</b> | <b>-</b> |

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## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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### Accounting policy

For all new contracts entered into, the department considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the ROU asset or profit and loss depending on the nature of the reassessment or modification.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**4. Assets and liabilities administered on behalf of Government**

This section analyses assets used to conduct operations and the liabilities incurred for activities that the department administers on behalf of Government.

**4.1. Administered – Non-financial assets**

**Note 4.1A: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles**

|                                                                           | Property, plant and equipment |                     |                                       |                                  |                       | Total<br>\$'000  |
|---------------------------------------------------------------------------|-------------------------------|---------------------|---------------------------------------|----------------------------------|-----------------------|------------------|
|                                                                           | Land<br>\$'000                | Buildings<br>\$'000 | Heritage<br>and<br>cultural<br>\$'000 | Plant and<br>equipment<br>\$'000 | Intangibles<br>\$'000 |                  |
| <b>As at 1 July 2023</b>                                                  |                               |                     |                                       |                                  |                       |                  |
| Gross book value                                                          | 145,560                       | 2,728,026           | 126,429                               | 52,415                           | 10,408                | 3,062,838        |
| Accumulated depreciation and amortisation                                 | -                             | (84)                | -                                     | (355)                            | (3,188)               | (3,627)          |
| <b>Net book value 1 July 2023</b>                                         | <b>145,560</b>                | <b>2,727,942</b>    | <b>126,429</b>                        | <b>52,060</b>                    | <b>7,220</b>          | <b>3,059,211</b> |
| <b>Additions</b>                                                          |                               |                     |                                       |                                  |                       |                  |
| By purchase or internally developed                                       | -                             | 25,107              | 1,138                                 | 19,110                           | 645                   | 46,000           |
| Revaluations recognised in other comprehensive income <sup>1</sup>        | -                             | 137,565             | 5,177                                 | -                                | -                     | 142,742          |
| Depreciation and amortisation                                             | -                             | (43,292)            | -                                     | (1,436)                          | (1,131)               | (45,859)         |
| Reclassification                                                          | -                             | 3,714               | (197)                                 | (3,988)                          | 442                   | (29)             |
| Write-down and impairment recognised in net cost of services <sup>2</sup> | -                             | (12)                | (71)                                  | (559)                            | -                     | (642)            |
| Disposals                                                                 | -                             | -                   | -                                     | (20)                             | -                     | (20)             |
| <b>Total as at 30 June 2024</b>                                           | <b>145,560</b>                | <b>2,851,024</b>    | <b>132,476</b>                        | <b>65,167</b>                    | <b>7,176</b>          | <b>3,201,403</b> |
| <b>Total as at 30 June 2024 represented by</b>                            |                               |                     |                                       |                                  |                       |                  |
| Gross book value                                                          | 145,560                       | 2,851,024           | 132,476                               | 66,956                           | 11,495                | 3,207,511        |
| Accumulated depreciation and amortisation                                 | -                             | -                   | -                                     | (1,789)                          | (4,319)               | (6,108)          |
| <b>Total as at 30 June 2024</b>                                           | <b>145,560</b>                | <b>2,851,024</b>    | <b>132,476</b>                        | <b>65,167</b>                    | <b>7,176</b>          | <b>3,201,403</b> |

1. Independent valuations were performed as at 30 June 2024 by JLL. Revaluation increments of \$137.565m for Buildings and \$5.177m for Heritage and Cultural asset classes were adjusted in the assets revaluation reserve (2023: increments of \$128.922m for Buildings and \$1.225m for P&E asset classes were adjusted in the assets revaluation reserve).

2. In 2023-24, all asset classes were assessed for impairment with no material indicators of impairment noted.

**Contractual commitments for the acquisition of property, plant and equipment and intangibles**

The nature of capital commitments is related to the acquisition of PPE and intangibles assets.

|                                            | 2024<br>\$'000 | 2023<br>\$'000 |
|--------------------------------------------|----------------|----------------|
| <b>Commitments are payable as follows:</b> |                |                |
| Within 1 year                              | 24,583         | 20,947         |
| Between 1 to 5 years                       | 398            | 3,410          |
| <b>Total commitments</b>                   | <b>24,981</b>  | <b>24,357</b>  |

Commitments payable are GST inclusive amounts.

**Accounting Policy**

Refer to policy and judgements in departmental non-financial assets (Note 3.2).

The asset movement table (Note 4.1A) report amounts at their fair value 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

|                                                                       | 2024           | 2023            |
|-----------------------------------------------------------------------|----------------|-----------------|
|                                                                       | \$'000         | \$'000          |
| <b>Note 5.1A: Annual appropriations ('Recoverable GST exclusive')</b> |                |                 |
| <b>Departmental appropriation</b>                                     |                |                 |
| Ordinary annual services                                              | 167,719        | 156,901         |
| Capital budget <sup>1</sup>                                           | 31,828         | 18,491          |
| Section 74 receipts <sup>2</sup>                                      | 26,719         | 23,497          |
| <b>Total appropriation available</b>                                  | <b>226,266</b> | <b>198,889</b>  |
| Appropriation applied                                                 | (214,857)      | (217,177)       |
| <b>Variance<sup>3</sup></b>                                           | <b>11,409</b>  | <b>(18,288)</b> |

1. DCB for the 2023-24 year is appropriated through *Appropriation (Parliamentary Departments) Acts (No.1&2)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

2. The departmental operating appropriation is adjusted to include PGPA Act Section 74 receipts, these include Shop sale receipts, catering receipts, car parking, rent and other ICT services receipts

3. The variance is primarily because of the full year's appropriations not yet being drawn resulting from the timing of delivery of projects. The department received additional capital funding of \$10m in the 2023-24 MYEFO through a reclassification of funds to assist with capital projects including the West Block fit out.

#### **Note 5.1B: Unspent annual appropriations ('Recoverable GST exclusive')**

|                                                               | 2024           | 2023           |
|---------------------------------------------------------------|----------------|----------------|
|                                                               | \$'000         | \$'000         |
| <b>Departmental</b>                                           |                |                |
| Opening unspent appropriation balance                         | 14,707         | 31,702         |
| Annual appropriation                                          | 199,547        | 175,392        |
| Section 74 receipts                                           | 26,719         | 23,497         |
| <b>Available appropriation</b>                                | <b>240,973</b> | <b>230,591</b> |
| Appropriation applied                                         | (214,857)      | (217,177)      |
| <b>Closing unspent appropriation</b>                          | <b>26,116</b>  | <b>13,414</b>  |
| Balance comprises of:                                         |                |                |
| Ordinary annual services                                      | 21,325         | 8,587          |
| Capital Budget                                                | 3,824          | 4,827          |
| Cash balance <sup>1</sup>                                     | 967            | 1,293          |
| <b>Closing unspent appropriation</b>                          | <b>26,116</b>  | <b>14,707</b>  |
| Represented by:                                               |                |                |
| Appropriation (Parliamentary Departments) Act (No. 1) 2023-24 | 21,325         | -              |
| Appropriation (Parliamentary Departments) Act (No. 2) 2023-24 | 3,824          | -              |
| Appropriation (Parliamentary Departments) Act (No. 1) 2022-23 | -              | 9,936          |
| Supply (Parliamentary Departments) Act (No. 2) 2022-23        | -              | 3,478          |
| Cash balance <sup>1</sup>                                     | 967            | 1,293          |
| <b>Total departmental</b>                                     | <b>26,116</b>  | <b>14,707</b>  |

1. Cash balance is added to unspent appropriation table to reflect s74 receipts. Prior year's comparative has been adjusted.

#### **Accounting policy**

##### *Revenue from Government*

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivables are recognised at their nominal amounts.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**Note 5.1C: Annual appropriations ('Recoverable GST exclusive')**

|                                                  | 2024          | 2023          |
|--------------------------------------------------|---------------|---------------|
|                                                  | \$'000        | \$'000        |
| <b>Administered appropriation</b>                |               |               |
| Ordinary annual services                         | 6,040         | 5,633         |
| Assets and liabilities                           | 55,200        | 48,358        |
| <b>Total appropriation available<sup>1</sup></b> | <b>61,240</b> | <b>53,991</b> |
| Appropriation applied                            | (55,349)      | (52,874)      |
| <b>Variance<sup>2</sup></b>                      | <b>5,891</b>  | <b>1,117</b>  |

1. Administered assets and liabilities for the 2023-24 year are appropriated through *Appropriation (Parliamentary Departments) Act (No. 1)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

2. The variance is primarily related to an underspend in the capital works program due to project delays and complexities across a number of material projects.

**Note 5.1D: Unspent annual appropriations ('Recoverable GST exclusive')**

|                                                               | 2024          | 2023          |
|---------------------------------------------------------------|---------------|---------------|
|                                                               | \$'000        | \$'000        |
| <b>Administered</b>                                           |               |               |
| Opening unspent appropriation balance                         | 32,304        | 31,187        |
| Annual appropriation                                          | 61,240        | 53,991        |
| <b>Available appropriation</b>                                | <b>93,544</b> | <b>85,178</b> |
| Appropriation applied                                         | (55,349)      | (52,874)      |
| <b>Closing unspent appropriation</b>                          | <b>38,195</b> | <b>32,304</b> |
| Balance comprises of:                                         |               |               |
| Ordinary annual services                                      | 943           | 7,360         |
| Assets and liabilities                                        | 37,252        | 24,944        |
| <b>Closing unspent appropriation</b>                          | <b>38,195</b> | <b>32,304</b> |
| <i>Represented by:</i>                                        |               |               |
| Appropriation (Parliamentary Departments) Act (No. 1) 2023-24 | 38,195        | -             |
| Appropriation (Parliamentary Departments) Act (No. 1) 2022-23 | -             | 9,224         |
| Supply (Parliamentary Departments) Act (No. 1) 2022-23        | -             | 5,375         |
| Supply (Parliamentary Departments) Act (No. 2) 2022-23        | -             | 15,978        |
| Appropriation (Parliamentary Departments) Act (No. 1) 2021-22 | -             | 1,727         |
| <b>Total administered</b>                                     | <b>38,195</b> | <b>32,304</b> |

**Note 5.1E: Disclosure by agent in relation to annual and special appropriations ('Recoverable GST exclusive')**

| Department of Finance | Relationship                        | Appropriations applied |          |
|-----------------------|-------------------------------------|------------------------|----------|
|                       |                                     | 2024                   | 2023     |
|                       |                                     | \$'000                 | \$'000   |
| Total receipts        | Provision of electorate office      | 27,462                 | 23,788   |
| Total payments        | Information Technology services     | (27,462)               | (23,788) |
| Total receipts        | Provision of Auspic services        | 242                    | 250      |
| Total payments        |                                     | (242)                  | (250)    |
| Total receipts        | Information Technology services for | 156                    | 13       |
| Total payments        | former Prime Ministers              | (156)                  | (13)     |

1. The third-party access to appropriations agreement between DPS and DOF provides DPS access to special appropriations - *Parliamentary Business Resources Act 2017* in relation to the provision of public resources.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 5.2. Net Cash Appropriations

#### Note 5.2A: Departmental Net Cash Appropriations

|                                                                                                                                    | 2024<br>\$'000  | 2023<br>\$'000  |
|------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|
| <b>Total comprehensive income/(loss) - as per the Statement of Comprehensive Income</b>                                            | <b>(17,614)</b> | <b>(21,404)</b> |
| <b>Plus:</b> depreciation/amortisation of assets funded through appropriations (DCB funding and/or equity injections) <sup>1</sup> | <b>17,533</b>   | <b>19,489</b>   |
| <b>Plus:</b> depreciation of ROU assets <sup>2</sup>                                                                               | <b>1,459</b>    | <b>1,383</b>    |
| <b>Less:</b> lease principal repayments <sup>2</sup>                                                                               | <b>1,202</b>    | <b>1,361</b>    |
| <b>Less:</b> Changes in asset revaluation reserve <sup>3</sup>                                                                     | <b>(2,068)</b>  | <b>1,370</b>    |
| <b>Net Cash Operating Surplus/(Deficit)</b>                                                                                        | <b>2,244</b>    | <b>(3,263)</b>  |

1. From 2010-11, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses of non-corporate Commonwealth entities and selected corporate Commonwealth entities were replaced with a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

2. The inclusion of depreciation/amortisation expenses related to ROU leased assets and the lease liability principal repayment amount reflects the impact of AASB 16 Leases, which does not directly reflect a change in appropriation arrangements.

3. Changes in the asset revaluation reserve do not involve cash and these changes have been removed from the net cash operating surplus/(deficit). Prior year's comparative has been adjusted.

## 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**

|                                             | 2024           | 2023           |
|---------------------------------------------|----------------|----------------|
|                                             | \$'000         | \$'000         |
| <b>Note 6.1A: Employee benefits expense</b> |                |                |
| Wages and salaries                          | 84,066         | 79,413         |
| Superannuation                              |                |                |
| Defined contribution plans                  | 12,638         | 10,978         |
| Defined benefit plans                       | 5,229          | 5,353          |
| Leave and other entitlements                | 10,562         | 10,982         |
| Separation and redundancies                 | 537            | 1,018          |
| Other                                       | 1,646          | 1,475          |
| <b>Total employee benefits</b>              | <b>114,678</b> | <b>109,219</b> |
| <b>Note 6.1B: Employee provisions</b>       |                |                |
| Annual leave                                | 11,930         | 11,503         |
| Long service leave                          | 17,073         | 17,177         |
| <b>Total employee provisions</b>            | <b>29,003</b>  | <b>28,680</b>  |

**Accounting policy**

Liabilities for short-term employee benefits and termination benefits expected 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.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period.

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 as at 30 June 2024 (2023: using the short-hand method). The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

The department recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

The department's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap) or other superannuation funds held outside the Australian Government.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in DOF'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 (2022-23: 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, and the members of the Executive Committee (EC) being the Secretary, the Deputy Secretary, the Parliamentary Librarian, the Chief Information Officer, Head of Design Integrity and Collections, the First Assistant Secretary Corporate Services, the First Assistant Secretary Finance and Property Services (CFO), and the First Assistant Secretary Security.

The KMP remuneration is reported in the table below:

|                                                    | 2024         | 2023         |
|----------------------------------------------------|--------------|--------------|
|                                                    | \$'000       | \$'000       |
| Short-term employee benefits                       | 2,415        | 1,410        |
| Post-employment benefits                           | 340          | 189          |
| Other long-term employee benefits                  | 73           | 15           |
| <b>Total KMP remuneration expenses<sup>1</sup></b> | <b>2,828</b> | <b>1,614</b> |

The total number of KMP positions reportable in the table above is 8 positions (2023: 4 positions). During the 2023-24 financial year these positions were occupied by 9 individuals (2023: 5 individuals).

The increase in the number of KMP positions in the 2023-24 financial year reflects changes in governance practices of the department during the year. There have been several new appointments of senior management including the appointment of the Deputy Secretary, the Parliamentary Librarian, the Head of Design Integrity and Collections, the First Assistant Secretary Corporate Services, and the First Assistant Secretary Finance and Property Services (CFO).

With these positional changes, increased emphasis has been placed on the EC as a primary decision-making body related to governance matters. Greater authority has been given to EC members to shape the capability of the department under their respective leadership as part of a heightened focus to strengthening the governance structures of the department. In the previous financial year, the KMP positions reported were primarily related to the Secretary and the direct reports to the Secretary.

1. The above KMP remuneration does not include the remuneration and other benefits (including any incentive to retire payments) of officers seconded to other agencies during the 2023-24 financial year. Officers seconded to other agencies are not considered to KMP of the department for the period that they are on secondment. The remuneration and other benefits of the Presiding Officers are not included as their remuneration and other benefits are not paid by DPS.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS****Accounting policy**

The department has included all key management personnel that were in acting arrangements throughout the financial year for a minimum period of three months.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 7. Managing uncertainties

This section analyses how the department manages financial risks within its operating environment.

#### 7.1. Contingent assets and liabilities

The department does not have any significant quantifiable contingent assets or liabilities, nor does it have any significant unquantifiable contingent assets or liabilities.

##### 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

|                                                               | 2024          | 2023         |
|---------------------------------------------------------------|---------------|--------------|
|                                                               | \$'000        | \$'000       |
| <b>Note 7.2A: Categories of financial instruments</b>         |               |              |
| <b>Financial assets at amortised cost</b>                     |               |              |
| Cash and cash equivalents                                     | 967           | 1,293        |
| Trade and other receivables - Goods and services              | 1,936         | 1,143        |
| <b>Total financial assets at amortised cost</b>               | <b>2,903</b>  | <b>2,436</b> |
| <b>Total financial assets</b>                                 | <b>2,903</b>  | <b>2,436</b> |
| <b>Financial liabilities</b>                                  |               |              |
| <b>Financial liabilities measured at amortised cost</b>       |               |              |
| Payables - Suppliers                                          | 10,034        | 7,294        |
| <b>Total financial liabilities measured at amortised cost</b> | <b>10,034</b> | <b>7,294</b> |
| <b>Total financial liabilities</b>                            | <b>10,034</b> | <b>7,294</b> |

|                                                                      | 2024       | 2023         |
|----------------------------------------------------------------------|------------|--------------|
|                                                                      | \$'000     | \$'000       |
| <b>Note 7.2B: Administered - Categories of financial instruments</b> |            |              |
| <b>Financial assets</b>                                              |            |              |
| <b>Financial assets at amortised cost</b>                            |            |              |
| Trade and receivables                                                | -          | 3,689        |
| <b>Total financial assets at amortised cost</b>                      | <b>-</b>   | <b>3,689</b> |
| <b>Total financial assets</b>                                        | <b>-</b>   | <b>3,689</b> |
| <b>Financial liabilities</b>                                         |            |              |
| <b>Financial liabilities measured at amortised cost</b>              |            |              |
| Payables - Suppliers                                                 | 666        | 3,268        |
| <b>Total financial liabilities measured at amortised cost</b>        | <b>666</b> | <b>3,268</b> |
| <b>Total financial liabilities</b>                                   | <b>666</b> | <b>3,268</b> |

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### 8. Other information

#### 8.1. Current/non-current distinction for assets and liabilities

|                                                                              | 2024           | 2023           |
|------------------------------------------------------------------------------|----------------|----------------|
|                                                                              | \$'000         | \$'000         |
| <b>Note 8.1A: Current/non-current distinction for assets and liabilities</b> |                |                |
| <b>Assets expected to be recovered in:</b>                                   |                |                |
| <b>No more than 12 months</b>                                                |                |                |
| Financial assets:                                                            |                |                |
| Cash and cash equivalents                                                    | 967            | 1,293          |
| Trade and other receivables                                                  | 28,783         | 21,526         |
| Non-financial assets:                                                        |                |                |
| Prepayments                                                                  | 4,501          | 6,365          |
| Inventories                                                                  | 732            | 736            |
| <b>Total no more than 12 months</b>                                          | <b>34,983</b>  | <b>29,920</b>  |
| <b>More than 12 months</b>                                                   |                |                |
| Non-financial assets:                                                        |                |                |
| Information and communication technology                                     | 38,051         | 30,109         |
| Other plant and equipment                                                    | 9,332          | 11,194         |
| Library collection                                                           | 6,291          | 10,366         |
| Buildings                                                                    | 11,678         | 4,573          |
| Intangibles                                                                  | 45,840         | 42,799         |
| Prepayments                                                                  | 911            | 1,096          |
| <b>Total more than 12 months</b>                                             | <b>112,103</b> | <b>100,137</b> |
| <b>Total assets</b>                                                          | <b>147,086</b> | <b>130,057</b> |
| <b>Liabilities expected to be settled in:</b>                                |                |                |
| <b>No more than 12 months</b>                                                |                |                |
| Payables:                                                                    |                |                |
| Suppliers                                                                    | 10,034         | 7,294          |
| Other payables                                                               | 4,753          | 3,940          |
| Interest bearing liabilities:                                                |                |                |
| Leases                                                                       | 1,265          | 1,663          |
| Provisions:                                                                  |                |                |
| Employee provisions                                                          | 9,523          | 13,230         |
| <b>Total no more than 12 months</b>                                          | <b>25,575</b>  | <b>26,127</b>  |
| <b>More than 12 months</b>                                                   |                |                |
| Leases                                                                       | 2,141          | 2,804          |
| Employee provisions                                                          | 19,480         | 15,450         |
| <b>Total more than 12 months</b>                                             | <b>21,621</b>  | <b>18,254</b>  |
| <b>Total liabilities</b>                                                     | <b>47,196</b>  | <b>44,381</b>  |

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

**Note 8.1B: Administered - Current/non-current distinction for assets and liabilities**

|                                               | 2024             | 2023             |
|-----------------------------------------------|------------------|------------------|
|                                               | \$'000           | \$'000           |
| <b>Assets expected to be recovered in:</b>    |                  |                  |
| <b>No more than 12 months</b>                 |                  |                  |
| Financial assets:                             |                  |                  |
| Trade and other receivables                   | -                | 3,689            |
| GST receivable                                | 816              | 1,474            |
| Non-financial assets:                         |                  |                  |
| Prepayments                                   | 374              | 195              |
| <b>Total no more than 12 months</b>           | <b>1,190</b>     | <b>5,358</b>     |
| <b>More than 12 months</b>                    |                  |                  |
| Non-financial assets:                         |                  |                  |
| Land                                          | 145,560          | 145,560          |
| Buildings                                     | 2,851,024        | 2,727,942        |
| Heritage and cultural                         | 132,476          | 126,429          |
| Plant and equipment                           | 65,167           | 52,060           |
| Intangibles                                   | 7,176            | 7,220            |
| Prepayments                                   | 183              | -                |
| <b>Total more than 12 months</b>              | <b>3,201,586</b> | <b>3,059,211</b> |
| <b>Total assets</b>                           | <b>3,202,776</b> | <b>3,064,569</b> |
| <b>Liabilities expected to be settled in:</b> |                  |                  |
| <b>No more than 12 months</b>                 |                  |                  |
| Payables:                                     |                  |                  |
| Suppliers                                     | 666              | 3,268            |
| GST funding                                   | -                | 1,271            |
| Other payables                                | -                | 5,748            |
| <b>Total no more than 12 months</b>           | <b>666</b>       | <b>10,287</b>    |
| <b>Total liabilities</b>                      | <b>666</b>       | <b>10,287</b>    |

# DPS 2023–24 FINANCIAL PERFORMANCE

This section summarises the financial performance for DPS for 2023–24. More detail is available in the financial statements of this annual report. The Auditor-General issued an unmodified audit opinion on the financial statements.

## Departmental activities

DPS receives departmental and administered operating and capital funding, as well as funds through third-party drawing rights. Details of its appropriations and programs, and an explanation of results, are provided in this section.

## Departmental operating and capital results

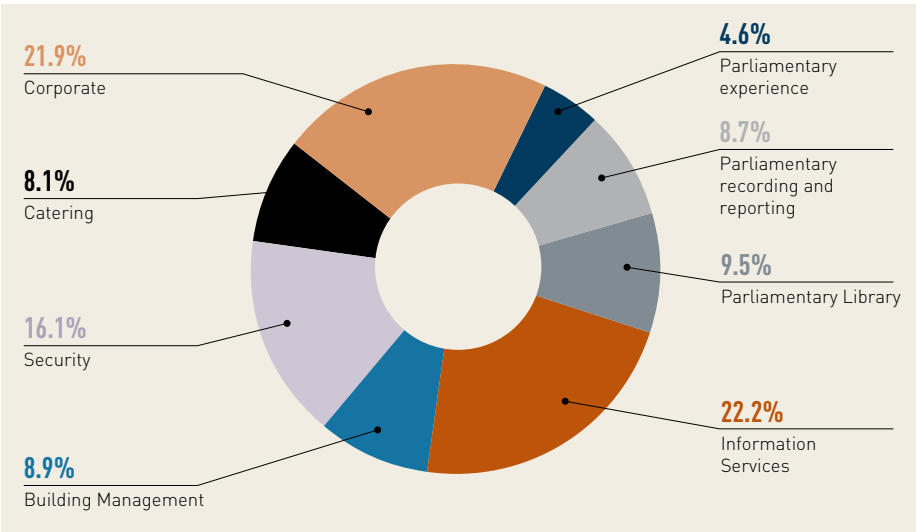
The operating result for 2023–24 was an underspend of \$2 million. This result excludes the impacts of depreciation and amortisation (\$17.5 million) for which the department is not funded.

Total departmental expenses, excluding unfunded depreciation and amortisation, were \$188 million:

- \$114.7 million in employee expenses
- \$71.3 million in supplier costs
- \$1.5 million in funded depreciation for leases, and
- \$0.5 million in write-down, loss on sale of assets, and finance costs.

Departmental expenses were funded by \$167.7 million in revenue from the Australian Government and \$22.3 million in own-source revenue.

FIGURE 18: DPS operating expense by function area 2023–24



Departmental capital is used to deliver a program of work that supports the work of parliamentarians, occupants of the building and visitors to Parliament House. It incorporates activities relating to technology, the Parliamentary Library and the parliamentary experience.

The departmental capital expenditure was \$32.8 million for 2023–24 against \$25.5 million for 2022–23.

### Financial sustainability

No issues, events or conditions have been identified that would indicate DPS will not be able to meet its financial obligations over the next 12 months. DPS will continue to reinforce the case for a sustainable funding model to ensure services to the Parliament are unaffected.

### Administered operating and capital results

The administered activities of DPS deliver a building works program that maintains Parliament House as a safe and accessible workplace and public building. It incorporates activities relating to the building or art within the building. In 2023–24, DPS received \$55.2 million in administered capital budget funding and \$6 million in administered operating budget funding. DPS spent \$42.9 million in administered capital including projects funded from prior year appropriations and \$12.5 million in administered operating (excluding depreciation and amortisation).

### Third-party drawing rights

DPS has access to the Department of Finance's appropriation set to provide ICT services to electorate offices and former prime ministers, and photographic services to Parliament. DPS drew down \$27.9 million from the Finance's appropriation to deliver these services. This access is in accordance with the *Parliamentary Business Resources Act 2017*.

## Summary of total resources and total payments

**TABLE 3:** Resource statement, 2023–24

| Department of Parliamentary Services <sup>1</sup>  | Actual available appropriation – current year (a) | Payments made (b) | Balance remaining (a)–(b) |
|----------------------------------------------------|---------------------------------------------------|-------------------|---------------------------|
|                                                    | \$'000                                            | \$'000            | \$'000                    |
| <b>Ordinary annual services<sup>2</sup></b>        |                                                   |                   |                           |
| <b>Departmental appropriations<sup>3</sup></b>     |                                                   |                   |                           |
| Annual appropriations—<br>Ordinary annual services | 204,317                                           | 182,025           | 22,292                    |
| <b>Total</b>                                       | <b>204,317</b>                                    | <b>182,025</b>    | <b>22,292</b>             |
| <b>Administered expenses</b>                       |                                                   |                   |                           |
| Outcome 1                                          | 13,400                                            | 12,457            | 943                       |
| <b>Total</b>                                       | <b>13,400</b>                                     | <b>12,457</b>     | <b>943</b>                |
| <b>Total ordinary annual services [A]</b>          | <b>217,717</b>                                    | <b>194,482</b>    | <b>23,235</b>             |
| <b>Other services</b>                              |                                                   |                   |                           |
| <b>Departmental non-operating</b>                  |                                                   |                   |                           |
| Non-operating                                      | 36,655                                            | 32,831            | 3,824                     |
| <b>Total</b>                                       | <b>36,655</b>                                     | <b>32,831</b>     | <b>3,824</b>              |
| <b>Administered non-operating<sup>4</sup></b>      |                                                   |                   |                           |
| Administered assets and liabilities                | 80,145                                            | 42,893            | 37,252                    |
| <b>Total</b>                                       | <b>80,145</b>                                     | <b>42,893</b>     | <b>37,252</b>             |
| <b>Total other services [B]</b>                    | <b>116,800</b>                                    | <b>75,724</b>     | <b>41,076</b>             |
| <b>Total resourcing and payments [A]+[B]</b>       | <b>334,517</b>                                    | <b>270,206</b>    | <b>64,311</b>             |

<sup>1</sup> Figures in Table 3 are reported on a cash basis.

<sup>2</sup> Appropriation (Parliamentary Departments) Bill (No.1). For departmental appropriation this includes prior year unspent departmental operating appropriation, section 74 receipts and cash balance. For administered expenses, this includes prior year unspent administered operating appropriation.

<sup>3</sup> Appropriation (Parliamentary Departments) Act (No.2). For departmental capital appropriation this includes Appropriation (Parliamentary Departments) Act (No.2) 2023–24 and prior year unspent Supply (Parliamentary Departments) Act (No.2).

<sup>4</sup> Appropriation (Parliamentary Departments) Act (No.2), which include prior year unspent Appropriation (Parliamentary Departments) Act (No.2) and Supply (Parliamentary Departments) Act (No.2).

TABLE 4: Expenses by outcome, 2023–24

| Outcome 1: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain Australian Parliament House <sup>1, 2</sup> | Budget<br>2023–24 <sup>1</sup> | Actual<br>expenses<br>2023–24 | Variation<br>2023–24 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------|----------------------|
|                                                                                                                                                                                                    | \$'000                         | \$'000                        | \$'000               |
|                                                                                                                                                                                                    | (a)                            | (b)                           | (a)–(b)              |
| <b>Program 1.1: Parliamentary Services</b>                                                                                                                                                         |                                |                               |                      |
| <b>Departmental expenses</b>                                                                                                                                                                       |                                |                               |                      |
| Departmental annual appropriations <sup>3</sup>                                                                                                                                                    | 184,594                        | 187,485                       | -2,891               |
| Expenses not requiring appropriation <sup>4</sup>                                                                                                                                                  | 25,235                         | 18,061                        | 7,174                |
| <b>Total for Program 1.1</b>                                                                                                                                                                       | <b>209,829</b>                 | <b>205,546</b>                | <b>4,283</b>         |
| <b>Program 1.1: Parliamentary Services</b>                                                                                                                                                         |                                |                               |                      |
| <b>Administered expenses</b>                                                                                                                                                                       |                                |                               |                      |
| Administered annual appropriations                                                                                                                                                                 | 6,040                          | 5,921                         | 119                  |
| Expenses not requiring appropriation                                                                                                                                                               | 50,328                         | 46,521                        | 3,807                |
| <b>Total for Program 1.1</b>                                                                                                                                                                       | <b>56,368</b>                  | <b>52,442</b>                 | <b>3,926</b>         |
| <b>Total expenses for Outcome 1</b>                                                                                                                                                                | <b>266,197</b>                 | <b>257,988</b>                | <b>8,209</b>         |

1 As per DPS Portfolio Budget Statements 2023–24.

2 Figures in the table above are reported on an accrual basis.

3 Departmental appropriation combines ordinary annual services and retained revenue receipts under section 74 of the PGPA Act.

4 Expenses not requiring appropriation are made up of depreciation and amortisation (excludes funded depreciation for leases), write-down and impairment expenses.

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## ASSET MANAGEMENT

Asset management is a key aspect of DPS meeting its commitment to maintaining high-quality public facilities at Parliament House.

The Finance and Property Services Division is responsible for tracking activities related to the updating and management of all the key documents and processes related to asset management and asset planning.

DPS manages departmental and administered property, land and equipment, and intangible assets with a value of \$3.3 billion (2022–23: \$3.2 billion). Administered assets of \$3.2 billion (2022–23: \$3.1 billion) primarily relate to Parliament House, incorporating the building, land and cultural assets. Departmental assets of \$111.2 million (\$99.1 million in 2022–23) primarily relate to ICT, furniture and equipment, library collection, and software.

DPS undertakes annual stocktakes, impairment and valuation 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 the assurance of the annual financial statements.

## PURCHASING

DPS procurement frameworks are managed in accordance with the Commonwealth Procurement Rules (CPRs), the *PGPA Act* and the DPS Accountable Authority Instructions. The Procurement Assistance User Link framework supports staff with:

- established guidelines and procedures
- statutory reporting responsibilities, and
- an end-to-end process for completing procurement and contracting activities in accordance with the Commonwealth Procurement Framework and legislative requirements.

## CONSULTANTS AND CONTRACTS

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. Decisions to engage consultants are made in accordance with the PGPA Act, CPRs and related rules, and other internal policies and procedures.

Ten new consultancy contracts were entered into in 2023–24 at a total value of \$1.1 million (including GST). In addition, seven ongoing consultancy contracts were active during this period, with a financial year spend of \$0.5 million (including GST). The method of procurement for consultancy arrangements is determined by the complexity, nature and value of each requirement, noting the need for a value-for-money outcome that supports DPS business requirements.

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

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

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

### Reportable non-consultancy contracts

During the reporting year, 449 new reportable non-consultancy contracts were entered into. The total contract value of these contracts was \$126.7 million (including GST). The number of ongoing reportable non-consultancy contracts entered into during the previous reporting period was 268, with total contract value of \$207.4 million (including GST).

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

**TABLE 5:** Expenditure on reportable non-consultancy contracts during 2023–24

|                                               | Number     | Expenditure \$ (GST inc.) |
|-----------------------------------------------|------------|---------------------------|
| New contracts entered into during 2023–24     | 449        | 126.7 million             |
| Ongoing contracts entered into during 2022–23 | 268        | 207.4 million             |
| <b>Total</b>                                  | <b>717</b> | <b>334.1 million</b>      |

**TABLE 6:** Organisations receiving a share of reportable consultancy contract expenditure during 2023–24

| Name of organisation                | Expenditure \$ (GST inc.) |
|-------------------------------------|---------------------------|
| Synergy Group Australia Pty Ltd     | 274,292                   |
| Jones Lang LaSalle Advisory Service | 267,850                   |
| Guida Moseley Brown P/L             | 204,578                   |
| Horizon One Recruitment Pty Ltd     | 174,809                   |
| KPMG                                | 66,000                    |

**TABLE 7:** Organisations receiving a share of reportable non-consultancy contract expenditure during 2023–24

| Name of organisation                 | Expenditure \$ (GST inc.) |
|--------------------------------------|---------------------------|
| The Trustee for OPP West Block Trust | 76,351,544.82             |
| Data#3 Limited                       | 18,294,578.96             |
| Telstra Limited                      | 12,169,304.24             |
| Manteena Security Aust Pty Ltd       | 6,052,892.83              |
| ActewAGL Retail                      | 5,200,000.00              |

## Australian National Audit Office (ANAO) Access Clauses

All DPS contracts allow access for audit purposes.

## EXEMPT CONTRACTS

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

## PROCUREMENT AND SMALL BUSINESS

### Procurement practices

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

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

- using the Commonwealth Contracting Suite for low-risk procurements valued up to \$200,000 and some procurements valued up to \$1 million, where practical
- implementing the Australian Government's Indigenous Procurement Policy, noting that many Indigenous businesses are also SMEs
- using credit cards for procurements valued below \$10,000, and
- reducing payment times to facilitate on-time supplier payment.

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

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 the Department of Treasury website: [www.treasury.gov.au](http://www.treasury.gov.au)

## STATEMENT OF COMPLIANCE/NON-COMPLIANCE WITH FINANCIAL LAW

In 2023–24, 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.





# MANAGEMENT AND ACCOUNTABILITY

# 5

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|                                 |     |
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## GOVERNANCE STRUCTURE

DPS is established under the PS Act and bound by the requirements of the PGPA Act. As the accountable authority, the Secretary 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 purpose of the entity, and
- financial sustainability of the entity.

The PS Act establishes the statutory role of the Parliamentary Librarian and outlines that the Secretary of the department must provide resources to the Librarian by way of an annual resource agreement.

The governance structure of DPS sets the standard for accountability and outlines the principles, elements and mechanisms used for effective governance. The Executive Committee is the primary advisory and decision-making body for DPS. The governance structure supports the department in achieving its overall organisational objectives.

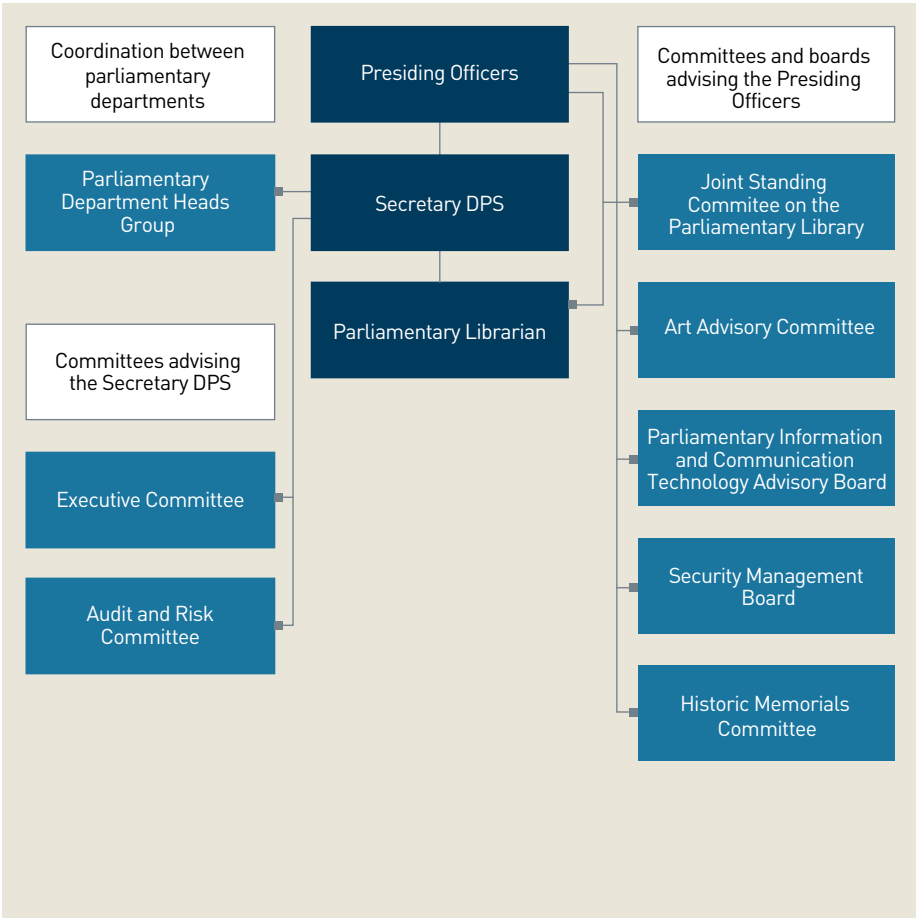
DPS is driven by the Parliamentary Service Values which guide employees in the work they do. This means DPS employees are:

- **Committed to service**—professional, objective, innovative and efficient, and work collaboratively to achieve the best results for the Parliament.
- **Ethical**—demonstrate leadership, are trustworthy, and act with integrity, in all that they do.
- **Respectful**—respect the Parliament and all people, including their rights and their heritage.
- **Accountable**—perform their functions with probity and are openly accountable for their actions to the Parliament and the Australian community.
- **Impartial**—are non-partisan and provide advice that is frank, honest, timely, and based on the best available evidence.

Figure 19 demonstrates DPS's governance structure, which is divided into two categories:

1. committees and boards which advise the Presiding Officers
2. committees and meetings which advise the Secretary.

FIGURE 19: DPS governance structure



**FIGURE 20:** Cascade of governance arrangements



## OUR INTERNAL AUDIT ARRANGEMENTS

Internal auditing is an independent assurance, consulting, and advisory activity designed to add value and improve DPS operations, management of risks and performance.

The annual internal audit program assists DPS to manage strategic and operational risks and provides assurance on key projects, systems, and governance structures. Implementation of recommendations from the internal audit program is reported regularly to the Executive Committee and the Audit and Risk Committee (ARC). The internal audit work plan is reviewed regularly.

Under an outsourced service delivery model, KPMG was engaged to provide internal audit services during 2023–24.

## COMMITTEES AND ADVISORY BOARDS

### Executive Committee

The Executive Committee, chaired by the Secretary, is the primary advisory and decision-making body that provides leadership and oversight of DPS. It considers financial planning and budgeting, performance, risk management, business planning, design integrity, authorised issues, and any other matters relating to managing the department. Members include:

- Secretary
- Deputy Secretary, Chief Operating Officer (COO)
- Parliamentary Librarian
- Chief Information Officer (CIO)
- First Assistant Secretary Finance and Property Services Division (Chief Financial Officer, CFO)
- First Assistant Secretary Security Division (Chief Security Officer, CSO)
- First Assistant Secretary Corporate Services Division (Chief Risk Officer, CRO), and
- Head, Design Integrity and Collections.

The committee meets fortnightly.

---

## **Audit and Risk Committee**

The ARC's purpose is to provide independent assurance and advice to the Secretary consistent with the mandatory requirements as outlined in the PGPA Act. Subsection 17(2) of the PGPA Rule 2014 advises that the functions of audit committees must include reviewing the appropriateness of DPS's:

- financial reporting
- performance reporting
- systems of risk oversight and management, and
- systems of internal control.

The committee meets quarterly. Its activities and membership are detailed later in this chapter.

## **Security Management Board**

The Security Management Board was established in 2005 under section 65A of the PS Act. It provides advice and support to the Presiding Officers on security policy and the management or operation of security measures for Parliament House.

Chair: Secretary, DPS

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

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

The board met four times during 2023–24.

## **Parliamentary Information and Communication Technology Advisory Board**

The Parliamentary Information and Communication Technology Advisory Board is the primary advisory body that guides strategic elements of ICT service delivery for the Australian Parliament.

Chair: Secretary, DPS

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

The board operates on a calendar year basis and met four times during 2023–24.

## Art Advisory Committee

The committee's terms of reference are to:

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

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

Members: Deputy Speaker; Deputy President; Secretary DPS.

An independent art curator from the National Gallery of Australia is the adviser to the Committee.

The committee met twice during 2023–24.

## Historic Memorials Committee

This committee was established by Prime Minister Andrew Fisher in 1911 to oversee the Historic Memorials Collection, and commission official portraits of the head of state, governors-general, prime ministers, presidents of the Senate and speakers of the House of Representatives.

The committee may also commission portraits of significant parliamentarians (for example, parliamentary 'firsts'), as well as paintings of significant events in the Parliament's history.

Chair: Prime Minister

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

The Secretary of DPS is the secretary to the committee. The National Portrait Gallery provides advice as required. The DPS Art Collections section provides secretariat support to the committee and manages the portrait commissioning process.

The committee conducted business out-of-session during 2023–24.

## NETWORKS AND GROUPS

In addition to formal governance forums and committees, DPS has operational, consultative and collaborative networks and groups. These promote inclusion, consultation and collaboration. They include the:

- Parliamentary Professional Services Network
- Parliamentary Services AccessABILITY Network
- Parliamentary Service Indigenous Employee Network
- APH Pride (LGBTQIA+) Network, and
- DPS Social Club.

---

## AUDIT AND RISK COMMITTEE

### Overview

The ARC provides independent assurance and advice to the Secretary consistent with the mandatory requirements as outlined in the PGPA Act.

The committee consists of three independent members who are appointed by the Secretary. Consistent with PGPA Rule 17(4), ARC members are independent and are not officials of DPS or any Commonwealth entity.

DPS officials, including the CSO, COO, CIO, and CFO, CRO and Chief Audit Executive, attend meetings and provide updates along with representatives of the ANAO and DPS's internal auditors.

The DPS ARC Charter is available on the DPS website: [https://www.aph.gov.au/About\\_Parliament/Parliamentary\\_departments/Department\\_of\\_Parliamentary\\_Services/Publications](https://www.aph.gov.au/About_Parliament/Parliamentary_departments/Department_of_Parliamentary_Services/Publications)

The committee met five times during 2023–24, with the Chair having an additional meeting with the CFO.

### Membership

The committee comprises three members.

#### *Mr Allan Gaukroger (Chair)*

Mr Gaukroger has been the Chair of the DPS ARC since July 2021, after previously serving as an Independent Member and Deputy Chair since October 2018. With over 20 years of experience in audit committees, Allan has held various roles, including Independent Member, Deputy Chair, and Chair for the National Water Commission and the Digital Transformation Agency. Throughout his career in the Australian Public Service, he has also participated in audit committees.

As a Certified Practicing Accountant, Allan has specialised in financial services, serving as CFO for several Australian Government departments and agencies, including the Department of Human Services, Medicare Australia, the Commonwealth Scientific and Industrial Research Organisation, the Australian Federal Police, the Department of Agriculture, Fisheries and Forestry, and Centrelink. He was also the Chief Audit Executive for the Department of Human Services from 2012 to 2016.

Mr Gaukroger attended all six meetings held during 2023–24 and was remunerated \$16,810 (including GST).

The Chair is required to attend 6 meetings instead of 5 like the other members due to the additional meeting with the CFO.

### *Ms Josephine Schumann (Deputy Chair)*

Ms Schumann has extensive experience in the public sector having worked in the Australian Government, the ACT Government, and the Canadian Government. During her 30-year career, she has held senior executive positions responsible for corporate services—the Department of Veterans' Affairs (1998 to 2009), the Australian Competition and Consumer Commission (2010 to 2015) and the Murray Darling Basin Authority (2015 to 2017).

Jo's experience encompasses areas including risk management, governance, assurance, finance, human resources, IT, media and communications. She holds board chair and non-executive positions in the government and community sectors and is currently the independent chair of the Office of the Australian Information Commissioner Audit Committee. Since 2017, Jo has run her own business as a qualified coach and mentor, providing services to senior executives within the public sector.

Jo has a Master of Arts (urban geography), is a graduate of the Australian Institute of Company Directors, and holds accreditations in executive coaching and emotional intelligence assessment. Jo was appointed as Deputy Chair of the DPS ARC on 3 September 2019.

Ms Schumann attended four of the five meetings held during 2023–24 and was remunerated \$4,590 (including GST).

### *Mr Ian Frew*

Mr Frew is a proven transformation and technology leader with experience developing and executing complex technology-enabled programs, simplifying complex concepts to bridge the gap between technology and business. He is a qualified chemical engineer who spent the first half of his career in global industrial automation roles, working in industries from refining and manufacturing through to building automation.

After a 16-year career in general insurance working for Suncorp, Allianz and Insurance Australia Group, Ian joined the National Disability Insurance Agency in 2018 as CIO, where he remained until his retirement in April 2023. Ian started as an independent member of the ARC in June 2021. Following his retirement from the public service, Ian became a paid member of the ARC on 11 August 2023.

Mr Frew attended all five meetings held during 2023–24 and was remunerated \$6,000 (including GST).

# RISK MANAGEMENT

DPS is faced with a constantly changing and challenging environment. It must continue to identify and engage with risk in a responsible manner to deliver services to the Parliament, deliver effective stewardship of Parliament House, and facilitate engagement with the community.

During 2023–24, DPS reviewed and updated its strategic risk profile and appetite and tolerance statement to account for changes to the requirements, objectives and context of its operating environment. A central risk register identifies risks at branch and divisional levels and assesses risk control maturity. Emerging trends that may impact on the department’s strategic objectives are monitored through regular environmental scanning and a supporting register.

Risk realisations are mitigated by the ongoing development of DPS’s business continuity arrangements, supported by security and emergency management practices. During 2023–24, DPS developed additional tools to improve its business continuity management and emphasised how it communicates with staff during a business continuity event. Figure 21 illustrates the department’s Risk Management Policy and Framework.

**FIGURE 21:** Risk Management Policy and Framework



## FRAUD AND CORRUPTION

DPS is committed to preventing, detecting and responding to fraud and corruption.

The Fraud and Corruption Control Plan provides DPS's framework for preventing, detecting, reporting, and investigating fraud within the department. It ensures DPS takes all reasonable measures to prevent fraud and corruption and fulfills its obligations under section 10 of the PGPA Rule.

During 2023–24, DPS undertook an uplift initiative to respond to the new 2024 Commonwealth Fraud and Corruption Control Framework. This framework came into effect at the end of the reporting year, with a focus on examining the threat environment. DPS conducted an enterprise risk assessment before 1 July 2024 as an environmental scan to highlight potential threat vectors. The department will continue to review its control environment in line with its risk management processes to ensure appropriate controls are in place.

All members of the public can notify DPS of suspected fraud and corruption by contacting [dps-fraudcontrol@aph.gov.au](mailto:dps-fraudcontrol@aph.gov.au). All reports of fraud and corruption are dealt with promptly, confidentially and in line with Australian Government Investigations Standards.

### Public Interest Disclosure Act 2013

The *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, encourages and supports reporting disclosable conduct and readily accessible information to staff on the PID Act. This includes links to information provided by the Commonwealth Ombudsman.

In 2023–24, DPS reviewed and updated its policies and procedures relating to public interest disclosures following the:

- changes to the PID Act
- introduction of the *National Anti-Corruption Commission Act 2022*, and
- start of the National Anti-Corruption Commission on 1 July 2023.

In 2023–24, four DPS authorised officers were approved to handle public interest disclosures.

DPS did not receive any public interest disclosures during the reporting year.

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## Commonwealth Child Safe Framework

As an institution with a core value of customer service, DPS sharply focuses on maintaining integrity and upholding the values that contribute to the protection and safety of children.

DPS plays a pivotal role in connecting children with Australian democracy and the parliamentary process. This is achieved through several child-centred programs such as school visits and guided tours. DPS welcomed over 790,000 visitors in 2023–24. A significant proportion of these are school children and families engaging in activities across Parliament House.

To comply with the Commonwealth Child Safe Framework (CCSF), DPS has:

- developed a Child Safe Policy that embeds safe practices and culture within the workplace
- committed to undertaking a robust risk assessment annually relating to departmental activities
- identified the levels of responsibility for, and contact with, children, and,
- evaluated risks to child safety and put in place appropriate strategies to manage risks.

DPS policy, training and compliance systems ensure staff are highly cognisant of their obligations to protect children and maintain compliance with CCSF and relevant legislation.

DPS has conducted its child safe risk assessment in line with the CCSF identifying risks and associated mitigations. The department has zero tolerance for child abuse and exploitation. Any allegations and concerns for the safety of children and young people are treated seriously. Children have every right to feel safe, respected, valued and protected from harm and DPS will never knowingly engage—directly or indirectly—with anyone who poses a threat to children.

Staff understand the important and specific role they play in the safety and wellbeing of children and young people, including the legal obligation to report any real or suspected instances of grooming or abuse of a minor to the police as soon as practicable.

## EXTERNAL SCRUTINY

DPS's operations are subject to scrutiny by bodies, including parliamentary committees, the ANAO, judicial decisions and decisions of administrative tribunals.

This section outlines inquiries, audits, reviews and legal actions relevant to DPS in 2023–24.

### Senate Standing Committees on Finance and Public Administration

DPS appeared before the Senate Finance and Public Administration Legislation Committee Estimates hearings on 23 October 2023, 12 February 2024 and 28 May 2024.

During 2023–24, DPS responded to 288 questions on notice.

DPS appeared before the Senate Finance and Public Administration References Committee on 8 April 2024 for the inquiry into Access to Australian Parliament House by lobbyists.

### Joint Standing Committee on the Parliamentary Library

The JSCPL met four times in 2023–24 to consider matters relating to the Parliamentary Library.

More information on the JJSCPL can be found in the Parliamentary Library chapter of this annual report.

### Freedom of Information

DPS is not subject to the *Freedom of Information Act 1982* and therefore does not have an information publication scheme.

### Reports by the ANAO

In 2023–24, the ANAO tabled two reports in Parliament relating to financial statement audits involving DPS. These were:

- Report No. 9 of 2023–24, Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2023, tabled 14 December 2023, and
- Report No. 24 of 2023–24, Interim Report on Key Financial Controls of Major Entities, tabled 20 June 2024.

The ANAO did not table any reports in Parliament relating to performance audits involving DPS during 2023–24.

# ADVERTISING AND MARKET RESEARCH

In accordance with section 311A of the *Commonwealth Electoral Act 1918*, DPS annually reports expenditure on advertising and market research. Expenditure by DPS in 2023–24 is in Table 8.

**TABLE 8:** DPS advertising costs 2022–23 to 2023–24.

| Description               | 2022–23          | 2023–24          |
|---------------------------|------------------|------------------|
| Universal McCann          | \$60,811         | \$67,483         |
| Coordinate Group          | \$11,769         |                  |
| National Museum Australia | \$20,000         |                  |
| Canberra Radio FM         | \$5,083          |                  |
| City News                 | \$6,136          |                  |
| Supercurious              |                  | \$46,300         |
| <b>Total</b>              | <b>\$103,799</b> | <b>\$113,783</b> |

DPS did not conduct any government advertising campaigns in 2023–24.







# PEOPLE

# 6

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## PEOPLE

DPS is distinguished by the wide range of professions and trades required to support the Parliament and ensure effective stewardship of one of the nation's most iconic buildings. The Corporate Plan 2023–24 highlights the department's diverse workforce as its greatest asset and acknowledges the challenges of ensuring workforce capability and performance over the longer term.

During 2023–24, DPS continued to put into practice its DPS People Plan to support the development of its organisational capability and agility. DPS has taken forward a range of initiatives aligned with the plan's priorities including activities to identify, attract, develop and retain the people it needs. Examples include:

- reviewing DPS recruitment practices to enable more streamlined onboarding and greater internal mobility
- developing and updating a range of policies and guidelines to give effect to arrangements in the new DPS Enterprise Agreement 2024
- targeted opportunities for executive level (EL) cohorts to build capability and improve collaboration across DPS, and
- aligning learning activities and career pathways through individual work plans.

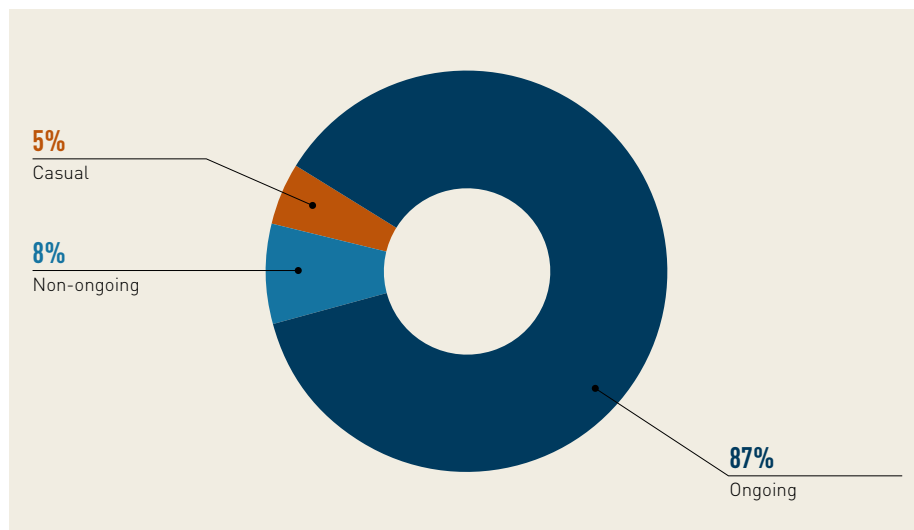
Data on workplace arrangements for our employees are provided in Table 9 and Table 10.

### DPS workforce composition and retention

#### Workforce composition

At 30 June 2024, DPS employed 1,202 staff (including staff on leave and secondment), with all roles based in Canberra. The workforce comprised 1,051 ongoing employees (87%) and 151 non-ongoing employees (13%).

Of the 151 non-ongoing employees, 93 were engaged for a 'specified term or a specified task' and 58 were engaged in 'irregular or intermittent' (casual) duties.

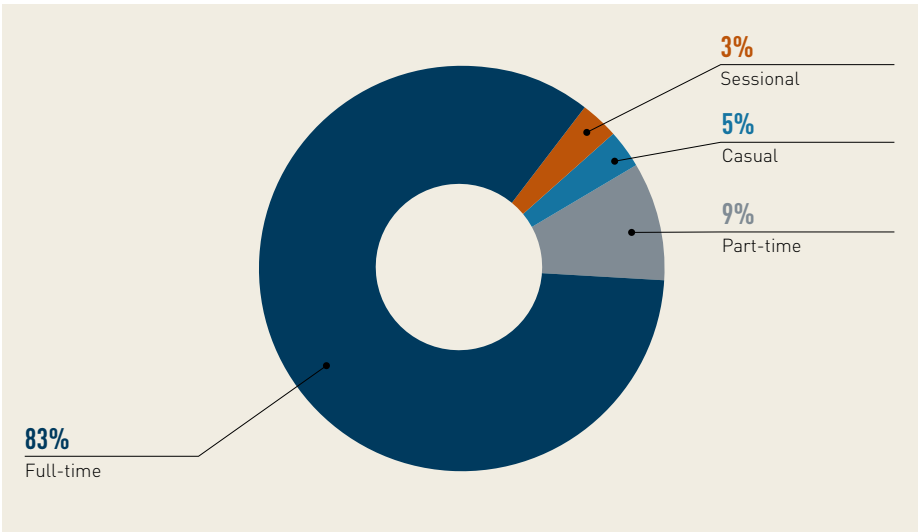
**FIGURE 22:** DPS workforce composition, 30 June 2024

The number of ongoing employees increased by 52 in 2023–24, representing a 5.2% increase in the ongoing workforce compared to 2022–23. Additionally, the number of non-ongoing employees increased by 29 this reporting year, representing a 23.8% increase when compared to the previous reporting year.

The DPS workforce comprised full-time, part-time, sessional, and casual work arrangements, as shown in Figure 23. DPS uses these types of employment to support the nature and demands of the parliamentary sitting patterns.

- 83% full-time
- 9% part-time
- 3% sessional, and
- 5% casual.

**FIGURE 23:** DPS employee working arrangements, 30 June 2024



**Workforce retention**

In 2023–24, 321 staff started working with DPS, with 178 engaged on an ongoing basis. This represented a commencement rate of 26.9% (28.1% in 2022–23). This reporting year saw an increase of 11 commencements compared to the previous reporting year and a decrease of 29 ongoing engagements compared to the previous reporting year (Table 9).

**TABLE 9:** Overview of DPS commencement rates for staff in 2022–23 compared to 2023–24.

| Commencement rates                       | 2022–23 | 2023–24 |
|------------------------------------------|---------|---------|
| Commencements (total)                    | 310     | 321     |
| Commencements as a percentage*           | 28.1%   | 26.9%   |
| Commencements (ongoing)                  | 207     | 178     |
| Commencement as a percentage (ongoing)** | 21.4%   | 17.3%   |

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

\*\* Commencement rate (ongoing) is the number of total ongoing employees who started working with DPS during the reporting period as a percentage of the average headcount of the same period.

During 2023–24, DPS recorded 215 separations, of which 169 were engaged on an ongoing basis. This represents a separation rate of 18%. In comparison to 2022–23, this reporting period saw an increase of five separations. No change occurred in ongoing employment separations, as shown in Table 10.

**TABLE 10:** Overview of DPS separation rates for staff, 2022–23 to 2023–24

| Separation rates            | 2022–23 | 2023–24 |
|-----------------------------|---------|---------|
| Separations (total)         | 210     | 215     |
| Separation rate*            | 19.1%   | 18.0%   |
| Separations (ongoing)       | 169     | 169     |
| Separation rate (ongoing)** | 17.3%   | 16.3%   |

\* Separation rate is the number of total employees who started working with DPS during the reporting period as a percentage of the average headcount of the same period.

\*\* Separation rate (ongoing) is the number of total ongoing employees who started working with DPS during the reporting period as a percentage of the average headcount of the same period.

## Building future workforce capability

### Workforce planning

During 2023–24, DPS undertook a comprehensive program of workforce planning which is a key initiative in its People Plan 2021–2025. Workforce planning is a strategic process that assists business areas to understand their current and future workforce needs and to identify and implement strategies to mitigate identified workforce risks.

DPS adopted an integrated approach linking workforce planning with the annual business planning processes at branch and divisional levels. This approach was evidence-based and data-driven. It uses a visual dashboard-style ‘workforce plan on a page’ to support business leaders through the planning process.

The workforce plan on a page provided a visually compelling way for business leaders to engage with their workforce data, making it easier to identify key workforce trends and potential risks including an assessment of critical job roles. The workforce forecast section of the dashboard also provided a template for branch leaders to use to understand and promote discussion about workforce needs to achieve branch deliverables.

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## Annual DPS staff survey

The DPS 2024 annual staff survey was conducted in May 2024 to align with the timing of the Australian Public Service (APS) Employee Census. The survey measures staff views about their job, their team, DPS leadership and DPS as an organisation.

During 2023–24, DPS continued to actively address the key themes from the last staff survey (2022) including through the development of a whole-of-DPS action plan. The action plan addresses these key priorities:

- **Fostering stronger leadership and communication**—through a continued focus on targeted opportunities for EL cohorts to build capability and improve collaboration across DPS.
- **Building staff engagement**—through new programs being developed to support and promote the value of diverse views in support of building and sustaining a positive workplace culture.
- **Attraction and retention**—through an attraction and retention strategy aiming to anticipate and manage workforce challenges through targeted activities relating to attraction, recruitment and retention. This strategy will also aim to support employees throughout their time in DPS and allow for growth and mobility.

## WORKFORCE STATISTICS

### Executive remuneration

Australian Accounting Standards Board 124 defines key management personnel (KMP) as those with authority and responsibility for planning, directing and controlling DPS activities, directly or indirectly (excluding those subject to a fee-for-service contract arrangement where the department is not the direct employer).

The department has determined the KMP to be the:

- Presiding Officers
- members of the Executive Committee (Secretary, Deputy Secretary, Parliamentary Librarian, Chief Information Officer, Head of Design Integrity and Collections, First Assistant Secretary Corporate Services, First Assistant Secretary Finance and Property Services (CFO) and First Assistant Secretary Security).

Table 11 shows the remuneration paid to DPS KMP in 2023–24.

**TABLE 11:** Remuneration paid to KMP during 2023–24

| Name                           | Position title                               | Short-term benefits      |         |                                            | Post-employment benefits | Other long-term benefits | Termination benefits | Total remuneration |
|--------------------------------|----------------------------------------------|--------------------------|---------|--------------------------------------------|--------------------------|--------------------------|----------------------|--------------------|
|                                |                                              | Base salary <sup>1</sup> | Bonuses | Other benefits and allowances <sup>2</sup> |                          |                          |                      |                    |
| Robert Stefanic <sup>3</sup>   | Secretary                                    | \$431,416                |         |                                            | \$27,456                 | \$16,087                 |                      | \$474,958          |
| Jaala Hinchcliffe <sup>4</sup> | Deputy Secretary                             | \$163,054                |         |                                            | \$28,785                 | \$4,036                  |                      | \$195,875          |
| Steven Fox <sup>5</sup>        | Parliamentary Librarian                      | \$230,278                |         |                                            | \$40,475                 | \$5,585                  |                      | \$276,338          |
| Dianne Heriot                  | Head of Design Integrity and Collections     | \$309,810                |         |                                            | \$54,447                 | -\$9,684                 |                      | \$354,573          |
| Leanne Tunningley              | First Assistant Secretary, Security Division | \$299,762                |         |                                            | \$38,392                 | \$19,186                 |                      | \$357,340          |
| James Lawson                   | Chief Information Officer                    | \$295,409                |         | \$6,173                                    | \$52,939                 | \$13,706                 |                      | \$368,227          |

| Name                 | Position title                                                           | Short-term benefits      |         |                                            |                               | Post-employment benefits | Other long-term benefits | Termination benefits | Total remuneration |
|----------------------|--------------------------------------------------------------------------|--------------------------|---------|--------------------------------------------|-------------------------------|--------------------------|--------------------------|----------------------|--------------------|
|                      |                                                                          | Base salary <sup>1</sup> | Bonuses | Other benefits and allowances <sup>2</sup> | Super-annuation contributions |                          |                          |                      |                    |
| Thao Le <sup>6</sup> | First Assistant Secretary, Finance and Property Services Division        | \$148,206                |         |                                            | \$17,261                      |                          | \$3,393                  |                      | \$168,861          |
| Lauren MacInnes      | Acting First Assistant Secretary, Finance and Property Services Division | \$161,709                |         |                                            | \$22,363                      |                          | \$8,749                  |                      | \$192,821          |
| James Koulouris      | First Assistant Secretary, Corporate Services Division                   | \$362,171                |         | \$6,867                                    | \$58,001                      |                          | \$11,658                 |                      | \$438,697          |

**Notes:**

The KMP remuneration in Table 11 does not include the remuneration and other benefits (including any incentive to retire payments) of officers seconded to other agencies during 2023–24. Officers seconded to other agencies are not considered to be KMP of the department for the period they are on secondment. Remuneration and other benefits of Presiding Officers are not included as these are not paid by DPS.

The department has included all KMP in acting arrangements throughout 2023–24 for a minimum of three months.

- 1 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 salary sacrificed vehicles.
- 3 The Secretary and the Parliamentary Librarian are statutory office holders whose remuneration determinations are tabled in Parliament and gazetted.
- 4 Jaala Hinchcliffe joined DPS as Deputy Secretary on 12 February 2024.
- 5 Steven Fox was appointed as the Parliamentary Librarian 18 September 2023.
- 6 Thao Le joined DPS as First Assistant Secretary Finance and Property Services in January 2024.

Table 12 shows remuneration paid to executives during 2023–24.

**TABLE 12:** Remuneration paid to executives during the reporting period, 2023–24

| Total remuneration bands | Number of senior executives | Short-term benefits |                 |                                              | Post-employment benefits             |                            | Other long-term benefits         |  | Termination benefits | Total remuneration <sup>1</sup> |
|--------------------------|-----------------------------|---------------------|-----------------|----------------------------------------------|--------------------------------------|----------------------------|----------------------------------|--|----------------------|---------------------------------|
|                          |                             | Average base salary | Average bonuses | Average benefits and allowances <sup>2</sup> | Average superannuation contributions | Average long service leave | Average other long-term benefits |  |                      |                                 |
| \$0 – \$220,000          | 8                           | \$111,468           |                 | \$539                                        | \$16,328                             | \$4,091                    |                                  |  |                      | \$132,426                       |
| \$220,001 – \$245,000    | 1                           | \$202,038           |                 | \$5,199                                      | \$30,638                             | \$4,489                    |                                  |  |                      | \$242,364                       |
| \$245,001 – \$270,000    | 3                           | \$221,712           |                 |                                              | \$31,367                             | \$5,958                    |                                  |  |                      | \$259,037                       |
| \$270,001 – \$295,000    | 5                           | \$232,121           |                 |                                              | \$40,084                             | \$7,472                    |                                  |  |                      | \$279,677                       |
| \$295,001 – \$320,000    | 1                           | \$247,327           |                 |                                              | \$47,463                             | \$15,198                   |                                  |  |                      | \$309,987                       |
| \$320,001 – \$345,000    |                             |                     |                 |                                              |                                      |                            |                                  |  |                      |                                 |
| \$345,001 – \$370,000    |                             |                     |                 |                                              |                                      |                            |                                  |  |                      |                                 |
| \$370,001 – \$395,000    |                             |                     |                 |                                              |                                      |                            |                                  |  |                      |                                 |
| \$395,001 – \$420,000    |                             |                     |                 |                                              |                                      |                            |                                  |  |                      |                                 |
| \$395,001 – \$420,000    | 1 <sup>3</sup>              |                     |                 |                                              |                                      |                            |                                  |  | \$395,184            | \$395,184                       |
| \$420,001 – \$445,000    |                             |                     |                 |                                              |                                      |                            |                                  |  |                      |                                 |
| \$445,001 – \$470,000    |                             |                     |                 |                                              |                                      |                            |                                  |  |                      |                                 |

**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 salary sacrifice arrangements.
- 3 The termination benefits included above refer to an incentive to retire payment made to a senior executive on secondment during the reporting period.

Table 13 shows the remuneration paid to other highly paid DPS staff in 2023–24.

**TABLE 13:** Remuneration paid to other highly paid staff during the reporting period, 2023–24

| Total remuneration bands | Number of other highly paid staff | Short-term benefits |                 |                                                    | Post-employment benefits             |                            | Other long-term benefits         |                              | Termination benefits       | Total remuneration <sup>1</sup> |
|--------------------------|-----------------------------------|---------------------|-----------------|----------------------------------------------------|--------------------------------------|----------------------------|----------------------------------|------------------------------|----------------------------|---------------------------------|
|                          |                                   | Average base salary | Average bonuses | Average other benefits and allowances <sup>2</sup> | Average superannuation contributions | Average long service leave | Average other long-term benefits | Average termination benefits | Average total remuneration |                                 |
| \$250,000 – \$270,000    | 2                                 | \$216,294           |                 |                                                    | \$32,197                             | \$4,642                    |                                  |                              |                            | \$253,133                       |
| \$270,001 – \$295,000    | 2                                 | \$230,280           |                 |                                                    | \$34,202                             | \$12,624                   |                                  |                              |                            | \$277,106                       |

**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 salary sacrifice arrangements.

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## Policy, practices and governance

The Secretary's and Parliamentary Librarian's remuneration is determined by the Presiding Officers under sections 63 and 38E respectively of the PS Act, on advice from the Remuneration Tribunal.

Salaries for Senior Executive Service (SES) employees are generally set at rates within a salary band applicable to each SES classification.

SES salary ranges are reviewed annually considering factors impacting remuneration across the Commonwealth public sector. These include:

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

SES employee salaries are reviewed by the Secretary at the end of each annual performance cycle and increases to base salary are based on effective performance. Pay rises in line with this process took effect from 12 January 2024. The details of DPS KMP executive and other highly paid staff remuneration can be found at tables 11 to 13.

## Employment agreements

In March 2024, the new DPS Enterprise Agreement 2024 was approved by the Fair Work Commission with the agreement coming into effect from 4 April 2024. This replaced the previous agreement in place from 2017 to 2021. The previous agreement continued to operate post-nominal expiry with pay adjustments provided through a determination made by the Secretary under section 24(1) of the PS Act. The APS-wide Commonwealth Common Conditions were adopted to ensure consistency with the department's APS counterparts. Benefits of the new enterprise agreement include a fortnightly allowance for employees who have taken on extra workplace responsibilities such as First Aid Officer or Emergency Warden, and greater flexible working arrangements for all.

Parliamentary Service Level (PSL) and Parliamentary Executive Level (PEL) remuneration and employment conditions are determined under the DPS Enterprise Agreement 2024.

A determination was made under section 38E of the PS Act which establishes the terms and conditions of the appointment of the Parliamentary Librarian.

**TABLE 14:** *Parliamentary Services Act 1999* employment arrangements current reporting period 2023–24 as at 30 June 2024

| Arrangement title                | SES | Non-SES | Total |
|----------------------------------|-----|---------|-------|
| Enterprise agreement             |     | 1,177   | 1,177 |
| Section 24(1) determination      | 16  |         | 16    |
| Individual flexibility agreement |     | 62      | 62    |

**Note:**

Employees engaged under PS Act section 24(1) determination are not employed under the DPS Enterprise Agreement 2024, however, employees covered by an individual flexibility agreement are also employed under the enterprise agreement.

## Non-salary benefits

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

**TABLE 15:** DPS Salary ranges and classifications

| Classification | Salary levels | From 12 January 2024 |
|----------------|---------------|----------------------|
| <b>PSL 1</b>   |               |                      |
|                | PSL1.1*       | \$51,366             |
|                | PSL1.2*       | \$53,162             |
|                | PSL1.3*       | \$55,023             |
|                | PSL1.4        | \$56,928             |
|                | PSL1.5        | \$57,886             |
|                | PSL1.6        | \$59,912             |
|                | PSL1.7        | \$62,010             |
|                | PSL1.8        | \$64,179             |
|                | PSL1.9        | \$65,136             |
| <b>PSL 2</b>   |               |                      |
|                | PSL2.1        | \$66,440             |
|                | PSL2.2        | \$68,766             |
|                | PSL2.3        | \$71,327             |
| <b>PSL 3</b>   |               |                      |
|                | PSL3.1        | \$72,914             |
|                | PSL3.2        | \$76,196             |

| Classification | Salary levels | From 12 January 2024 |
|----------------|---------------|----------------------|
| <b>PSL 4</b>   |               |                      |
|                | PSL4.1        | \$77,719             |
|                | PSL4.2        | \$80,439             |
|                | PSL4.3        | \$83,254             |
|                | PSL4.4        | \$84,450             |
| <b>PSL 5</b>   |               |                      |
|                | PSL5.1        | \$86,137             |
|                | PSL5.2        | \$89,153             |
|                | PSL5.3        | \$92,412             |
| <b>PSL 6</b>   |               |                      |
|                | PSL6.1        | \$94,259             |
|                | PSL6.2        | \$97,558             |
|                | PSL6.3        | \$100,973            |
|                | PSL6.4        | \$104,506            |
|                | PSL6.5        | \$105,941            |
| <b>PEL 1</b>   |               |                      |
|                | PEL1.1        | \$114,707            |
|                | PEL1.2        | \$118,722            |
|                | PEL1.3        | \$122,877            |
|                | PEL1.4        | \$127,178            |
|                | PEL1.5        | \$130,968            |
| <b>PEL 2</b>   |               |                      |
|                | PEL2.1        | \$133,585            |
|                | PEL2.2        | \$138,260            |
|                | PEL2.3        | \$143,100            |
|                | PEL2.4        | \$148,107            |
|                | PEL2.5        | \$153,291            |
|                | PEL2.6**      | \$158,398            |

\* This classification only applies to employees working in the Catering Work Group.

\*\* Advancement to PEL2.6 is only available to employees rated 'highly effective' or better as a result of the Performance Management Scheme set out in Part 7 of the DPS Enterprise Agreement 2024.

Employee statistics

Tables 16 to 29 provide an overview of DPS employee statistics.

TABLE 16: All ongoing employees, current report period (2023–24) as at 30 June 2024

|                      | Man/Male  |           |       | Woman/Female |           |       | Non-binary |           |       | Prefers not to answer |           |       | Uses a different term |           |       | Total |
|----------------------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-----------------------|-----------|-------|-------|
|                      | Full time | Part time | Total | Full time    | Part time | Total | Full time  | Part time | Total | Full time             | Part time | Total | Full time             | Part time | Total |       |
| NSW                  | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Qld                  | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| SA                   | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Tas                  | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Vic                  | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| WA                   | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| ACT                  | 589       | 42        | 631   | 330          | 90        | 420   | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 1,051 |
| NT                   | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| External Territories | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Overseas             | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Total                | 589       | 42        | 631   | 330          | 90        | 420   | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 1,051 |

**TABLE 17:** All ongoing employees, previous report period (2022–23) as at 30 June 2023

|                      | Man/Male   |           |            | Woman/Female |           |            | Non-binary |           |          | Prefers not to answer |           |          | Uses a different term |           |          | Total      |
|----------------------|------------|-----------|------------|--------------|-----------|------------|------------|-----------|----------|-----------------------|-----------|----------|-----------------------|-----------|----------|------------|
|                      | Full time  | Part time | Total      | Full time    | Part time | Total      | Full time  | Part time | Total    | Full time             | Part time | Total    | Full time             | Part time | Total    |            |
| NSW                  | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| Qld                  | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| SA                   | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| Tas                  | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| Vic                  | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| WA                   | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| ACT                  | 574        | 35        | 609        | 321          | 68        | 389        | 0          | 0         | 0        | 0                     | 0         | 0        | 1                     | 0         | 1        | 999        |
| NT                   | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| External Territories | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| Overseas             | 0          | 0         | 0          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 0          |
| <b>Total</b>         | <b>574</b> | <b>35</b> | <b>609</b> | <b>321</b>   | <b>68</b> | <b>389</b> | <b>0</b>   | <b>0</b>  | <b>0</b> | <b>0</b>              | <b>0</b>  | <b>0</b> | <b>1</b>              | <b>0</b>  | <b>1</b> | <b>999</b> |

TABLE 18: All non-ongoing employees, current report period (2023–24) as at 30 June 2024

|                      | Man/Male  |           |       | Woman/Female |           |       | Non-binary |           |       | Prefers not to answer |           |       | Uses a different term |           |       | Total |
|----------------------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-----------------------|-----------|-------|-------|
|                      | Full time | Part time | Total | Full time    | Part time | Total | Full time  | Part time | Total | Full time             | Part time | Total | Full time             | Part time | Total |       |
| NSW                  | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Qld                  | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| SA                   | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Tas                  | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Vic                  | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| WA                   | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| ACT                  | 45        | 33        | 78    | 30           | 42        | 72    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 1         | 1     | 151   |
| NT                   | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| External Territories | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Overseas             | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Total                | 45        | 33        | 78    | 30           | 42        | 72    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 1         | 1     | 151   |

Note: non-ongoing employees include casual employees.

**TABLE 19:** All non-ongoing employees, previous report period (2022–23) as at 30 June 2023

|                      | Man/Male  |           |           | Woman/Female |           |           | Non-binary |           |           | Prefers not to answer |          |          | Uses a different term |           |          | Total        |
|----------------------|-----------|-----------|-----------|--------------|-----------|-----------|------------|-----------|-----------|-----------------------|----------|----------|-----------------------|-----------|----------|--------------|
|                      | Full time | Part time | Casual    | Total        | Full time | Part time | Casual     | Total     | Full time | Part time             | Casual   | Total    | Full time             | Part time | Casual   | Total        |
| NSW                  | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| Qld                  | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| SA                   | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| Tas                  | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| Vic                  | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| WA                   | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| ACT                  | 28        | 4         | 21        | 53           | 28        | 17        | 22         | 67        | 0         | 0                     | 0        | 0        | 1                     | 0         | 1        | 2 122        |
| NT                   | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| External territories | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| Overseas             | 0         | 0         | 0         | 0            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 0            |
| <b>Total</b>         | <b>28</b> | <b>4</b>  | <b>21</b> | <b>53</b>    | <b>28</b> | <b>17</b> | <b>22</b>  | <b>67</b> | <b>0</b>  | <b>0</b>              | <b>0</b> | <b>0</b> | <b>1</b>              | <b>0</b>  | <b>1</b> | <b>2 122</b> |

Employee statistics (ongoing and non-ongoing)

TABLE 20: Ongoing Employees by classification level and gender, current reporting period (2023–24) as at June 30 2024

|       | Man/Male  |           |       | Woman/Female |           |       | Non-binary |           |       | Prefers not to answer |           |       | Uses a different term |           |       | Total |
|-------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-----------------------|-----------|-------|-------|
|       | Full time | Part time | Total | Full time    | Part time | Total | Full time  | Part time | Total | Full time             | Part time | Total | Full time             | Part time | Total |       |
| SES 3 | 0         | 0         | 0     | 1            | 0         | 1     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 1     |
| SES 2 | 2         | 0         | 2     | 3            | 0         | 3     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 5     |
| SES 1 | 8         | 0         | 8     | 7            | 0         | 7     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 15    |
| PEL 2 | 37        | 0         | 37    | 28           | 2         | 30    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 67    |
| PEL 1 | 96        | 9         | 105   | 68           | 17        | 85    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 190   |
| PSL 6 | 87        | 2         | 89    | 78           | 21        | 99    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 188   |
| PSL 5 | 69        | 0         | 69    | 52           | 10        | 62    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 131   |
| PSL 4 | 77        | 4         | 81    | 41           | 11        | 52    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 133   |
| PSL 3 | 49        | 0         | 49    | 18           | 3         | 21    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 70    |
| PSL 2 | 83        | 13        | 96    | 19           | 11        | 30    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 126   |
| PSL 1 | 81        | 14        | 95    | 15           | 15        | 30    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 125   |
| Other | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Total | 589       | 42        | 631   | 330          | 90        | 420   | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 1,051 |

**TABLE 21:** Ongoing employees by classification level and gender, previous report period (2022–23) as at 30 June 2023

|                         | Man/Male   |           |            | Woman/Female |           |            | Non-binary |           |          | Prefers not to answer |           |          | Uses a different term |           |          | Total      |
|-------------------------|------------|-----------|------------|--------------|-----------|------------|------------|-----------|----------|-----------------------|-----------|----------|-----------------------|-----------|----------|------------|
|                         | Full time  | Part time | Total      | Full time    | Part time | Total      | Full time  | Part time | Total    | Full time             | Part time | Total    | Full time             | Part time | Total    |            |
| SES 3                   | 0          | 0         | 0          | 1            | 0         | 1          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 1          |
| SES 2                   | 1          | 0         | 1          | 2            | 0         | 2          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 3          |
| SES 1                   | 8          | 0         | 8          | 7            | 0         | 7          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 15         |
| PEL 2                   | 38         | 0         | 38         | 30           | 1         | 31         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 69         |
| PEL 1                   | 91         | 8         | 99         | 72           | 9         | 81         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 180        |
| PSL 6                   | 84         | 0         | 84         | 62           | 13        | 75         | 0          | 0         | 0        | 0                     | 0         | 0        | 1                     | 0         | 1        | 160        |
| PSL 5–6*                | 7          | 2         | 9          | 16           | 17        | 33         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 42         |
| PSL 5                   | 46         | 1         | 47         | 36           | 7         | 43         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 90         |
| PSL 4–5*                | 22         | 0         | 22         | 6            | 4         | 10         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 32         |
| PSL 4                   | 73         | 4         | 77         | 33           | 5         | 38         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 115        |
| PSL 3–4*                | 4          | 1         | 5          | 6            | 0         | 6          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 11         |
| PSL 3                   | 31         | 0         | 31         | 16           | 1         | 17         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 48         |
| PSL 2–3*                | 20         | 0         | 20         | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 20         |
| PSL 2                   | 21         | 5         | 26         | 9            | 5         | 14         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 40         |
| PSL 1–2–3*              | 2          | 0         | 2          | 4            | 1         | 5          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 7          |
| PSL 1–2*                | 116        | 12        | 128        | 21           | 1         | 22         | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 150        |
| PSL 1                   | 9          | 2         | 11         | 0            | 4         | 4          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 15         |
| APPS L2<br>(Apprentice) | 1          | 0         | 1          | 0            | 0         | 0          | 0          | 0         | 0        | 0                     | 0         | 0        | 0                     | 0         | 0        | 1          |
| <b>Total</b>            | <b>574</b> | <b>35</b> | <b>609</b> | <b>321</b>   | <b>68</b> | <b>389</b> | <b>0</b>   | <b>0</b>  | <b>0</b> | <b>0</b>              | <b>0</b>  | <b>0</b> | <b>1</b>              | <b>0</b>  | <b>1</b> | <b>999</b> |

\* denotes a broadband classification.

TABLE 22: Non-ongoing employees by gender, current report period (2023–24) as at 30 June 2024

|       | Man/Male  |           |       | Woman/Female |           |       | Non-binary |           |       | Prefers not to answer |           |       | Uses a different term |           |       | Total |
|-------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-----------------------|-----------|-------|-------|
|       | Full time | Part time | Total | Full time    | Part time | Total | Full time  | Part time | Total | Full time             | Part time | Total | Full time             | Part time | Total |       |
| SES 3 | 2         | 0         | 2     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 2     |
| SES 2 | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| SES 1 | 0         | 0         | 0     | 2            | 0         | 2     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 2     |
| PEL 2 | 1         | 0         | 1     | 1            | 1         | 2     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 3     |
| PEL 1 | 6         | 4         | 10    | 3            | 6         | 9     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 19    |
| PSL 6 | 9         | 5         | 14    | 3            | 4         | 7     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 1         | 1     | 22    |
| PSL 5 | 4         | 1         | 5     | 8            | 3         | 11    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 16    |
| PSL 4 | 9         | 4         | 13    | 6            | 5         | 11    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 24    |
| PSL 3 | 3         | 4         | 7     | 3            | 5         | 8     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 15    |
| PSL 2 | 9         | 7         | 16    | 4            | 10        | 14    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 30    |
| PSL 1 | 2         | 8         | 10    | 0            | 8         | 8     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 18    |
| Other | 0         | 0         | 0     | 0            | 0         | 0     | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 0         | 0     | 0     |
| Total | 45        | 33        | 78    | 30           | 42        | 72    | 0          | 0         | 0     | 0                     | 0         | 0     | 0                     | 1         | 1     | 151   |

**TABLE 23:** Non-ongoing employees by gender, previous report period (2022–23) as at 30 June 2023

|                         | Man/Male  |           |           | Woman/Female |           |           | Non-binary |           |           | Prefers not to answer |          |          | Uses a different term |           |          | Total      |
|-------------------------|-----------|-----------|-----------|--------------|-----------|-----------|------------|-----------|-----------|-----------------------|----------|----------|-----------------------|-----------|----------|------------|
|                         | Full time | Part time | Casual    | Total        | Full time | Part time | Casual     | Total     | Full time | Part time             | Casual   | Total    | Full time             | Part time | Casual   | Total      |
| Secretary               | 1         | 0         | 0         | 1            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 1          |
| Parliamentary Librarian | 0         | 0         | 0         | 0            | 1         | 0         | 0          | 1         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 1          |
| SES 1                   | 0         | 0         | 0         | 0            | 1         | 0         | 0          | 1         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 1          |
| PEL 2                   | 0         | 0         | 0         | 0            | 3         | 0         | 1          | 4         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 4          |
| PEL 1                   | 5         | 0         | 2         | 7            | 1         | 0         | 5          | 6         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 13         |
| PSL 6                   | 5         | 1         | 1         | 7            | 2         | 2         | 0          | 4         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 11         |
| PSL 5-6                 | 0         | 0         | 2         | 2            | 0         | 0         | 1          | 1         | 0         | 0                     | 0        | 0        | 0                     | 0         | 1        | 4          |
| PSL 5                   | 3         | 0         | 0         | 3            | 3         | 4         | 1          | 8         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 11         |
| PSL 4-5                 | 0         | 0         | 0         | 0            | 0         | 1         | 0          | 1         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 1          |
| PSL 4                   | 1         | 1         | 5         | 7            | 6         | 2         | 5          | 13        | 0         | 0                     | 0        | 0        | 1                     | 0         | 0        | 21         |
| PSL 3                   | 3         | 1         | 0         | 4            | 3         | 0         | 4          | 7         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 11         |
| PSL 1-2-3               | 1         | 0         | 0         | 1            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 1          |
| PSL 2-3*                | 1         | 0         | 0         | 1            | 0         | 0         | 0          | 0         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 1          |
| PSL 2                   | 1         | 0         | 5         | 6            | 2         | 5         | 3          | 10        | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 16         |
| PSL 1-2*                | 0         | 0         | 2         | 2            | 0         | 0         | 2          | 2         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 4          |
| PSL 1                   | 0         | 1         | 4         | 5            | 2         | 3         | 0          | 5         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 10         |
| APPS L2 (Apprentice)    | 7         | 0         | 0         | 7            | 4         | 0         | 0          | 4         | 0         | 0                     | 0        | 0        | 0                     | 0         | 0        | 11         |
| <b>Total</b>            | <b>28</b> | <b>4</b>  | <b>21</b> | <b>53</b>    | <b>28</b> | <b>17</b> | <b>22</b>  | <b>67</b> | <b>0</b>  | <b>0</b>              | <b>0</b> | <b>0</b> | <b>1</b>              | <b>0</b>  | <b>1</b> | <b>122</b> |

\* denotes a broadband classification.

**TABLE 24:** Employees by full-time and part-time status, current report period (2023–24) as at 30 June 2024

| Level        | Employee type     |                   |               |                       |                       |                   | Total        |
|--------------|-------------------|-------------------|---------------|-----------------------|-----------------------|-------------------|--------------|
|              | Full-time ongoing | Part-time ongoing | Total ongoing | Full-time non-ongoing | Part-time non-ongoing | Total non-ongoing |              |
| SES 3        | 1                 | 0                 | 1             | 2                     | 0                     | 2                 | 3            |
| SES 2        | 5                 | 0                 | 5             | 0                     | 0                     | 0                 | 5            |
| SES 1        | 15                | 0                 | 15            | 2                     | 0                     | 2                 | 17           |
| PEL 2        | 65                | 2                 | 67            | 2                     | 1                     | 3                 | 70           |
| PEL 1        | 164               | 26                | 190           | 9                     | 10                    | 19                | 209          |
| PSL 6        | 165               | 23                | 188           | 12                    | 10                    | 22                | 210          |
| PSL 5        | 121               | 10                | 131           | 12                    | 4                     | 16                | 147          |
| PSL 4        | 118               | 15                | 133           | 15                    | 9                     | 24                | 157          |
| PSL 3        | 67                | 3                 | 70            | 6                     | 9                     | 15                | 85           |
| PSL 2        | 102               | 24                | 126           | 13                    | 17                    | 30                | 156          |
| PSL 1        | 96                | 29                | 125           | 2                     | 16                    | 18                | 143          |
| Other        | 0                 | 0                 | 0             | 0                     | 0                     | 0                 | 0            |
| <b>Total</b> | <b>919</b>        | <b>132</b>        | <b>1051</b>   | <b>75</b>             | <b>76</b>             | <b>151</b>        | <b>1,202</b> |

**TABLE 25:** Employees by full-time and part-time status, previous report period (2022–23)  
as at 30 June 2023

|                         | Ongoing    |            |            | Non-ongoing |           |           | Total      |              |
|-------------------------|------------|------------|------------|-------------|-----------|-----------|------------|--------------|
|                         | Full time  | Part time  | Total      | Full time   | Part time | Casual    | Total      |              |
| Secretary               | 0          | 0          | 0          | 1           | 0         | 0         | 1          | 1            |
| Parliamentary Librarian | 0          | 0          | 0          | 1           | 0         | 0         | 1          | 1            |
| SES 3                   | 1          | 0          | 1          | 0           | 0         | 0         | 0          | 1            |
| SES 2                   | 3          | 0          | 3          | 0           | 0         | 0         | 0          | 3            |
| SES 1                   | 15         | 0          | 15         | 1           | 0         | 0         | 1          | 16           |
| PEL 2                   | 68         | 1          | 69         | 3           | 0         | 1         | 4          | 73           |
| PEL 1                   | 163        | 17         | 180        | 6           | 0         | 7         | 13         | 193          |
| PSL 6                   | 147        | 13         | 160        | 7           | 3         | 1         | 11         | 171          |
| PSL 5-6                 | 23         | 19         | 42         | 0           | 0         | 4         | 4          | 46           |
| PSL 5                   | 82         | 8          | 90         | 6           | 4         | 1         | 11         | 101          |
| PSL 4-5                 | 28         | 4          | 32         | 0           | 1         | 0         | 1          | 33           |
| PSL 4                   | 106        | 9          | 115        | 8           | 3         | 10        | 21         | 136          |
| PSL 3-4                 | 10         | 1          | 11         | 0           | 0         | 0         | 0          | 11           |
| PSL 3                   | 47         | 1          | 48         | 6           | 1         | 4         | 11         | 59           |
| PSL 2-3                 | 20         | 0          | 20         | 1           | 0         | 0         | 1          | 21           |
| PSL 2                   | 30         | 10         | 40         | 3           | 5         | 8         | 16         | 56           |
| PSL 1-2-3               | 6          | 1          | 7          | 1           | 0         | 0         | 1          | 8            |
| PSL 1-2                 | 137        | 13         | 150        | 0           | 0         | 4         | 4          | 154          |
| PSL 1                   | 9          | 6          | 15         | 2           | 4         | 4         | 10         | 25           |
| APPSL 2 (Apprentice)    | 1          | 0          | 1          | 11          | 0         | 0         | 11         | 12           |
| <b>Total</b>            | <b>896</b> | <b>103</b> | <b>999</b> | <b>57</b>   | <b>21</b> | <b>44</b> | <b>122</b> | <b>1,121</b> |

**TABLE 26:** Employment type by location, current report period (2023–24) as at 30 June 2024

| State                | Employment type |             | Total        |
|----------------------|-----------------|-------------|--------------|
|                      | Ongoing         | Non-ongoing |              |
| 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                  | 1,051           | 151         | 1,202        |
| NT                   | 0               | 0           | 0            |
| External Territories | 0               | 0           | 0            |
| Overseas             | 0               | 0           | 0            |
| <b>Total</b>         | <b>1,051</b>    | <b>151</b>  | <b>1,202</b> |

**TABLE 27:** Employment type by location, previous report period (2022–23) as at 30 June 2023

|                      | 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                  | 999        | 122         | 1,121        |
| NT                   | 0          | 0           | 0            |
| External Territories | 0          | 0           | 0            |
| Overseas             | 0          | 0           | 0            |
| <b>Total</b>         | <b>999</b> | <b>122</b>  | <b>1,121</b> |

**TABLE 28:** Indigenous employment, current report period (2023–24) as at 30 June 2024

| Indigenous employment 2023–24 | Total     |
|-------------------------------|-----------|
| Ongoing                       | 23        |
| Non-ongoing                   | 1         |
| <b>Total</b>                  | <b>24</b> |

**TABLE 29:** Indigenous employment, previous report period (2022–23) as at 30 June 2023

| Indigenous employment 2022–23 | Total     |
|-------------------------------|-----------|
| Ongoing                       | 25        |
| Non-ongoing                   | 1         |
| <b>Total</b>                  | <b>26</b> |

## DIVERSITY AND INCLUSION

DPS recognises the importance of valuing diversity and promoting inclusion. A supportive work environment, which values and empowers its staff, ensures that everyone has an opportunity to successfully contribute to shared goals. With DPS, these goals include:

- fostering and promoting inclusive working environments
- increasing diversity representation and employment, and
- enhancing organisational capability.

The department is currently developing a new inclusion program in line with its People Plan 2021–2025. DPS supports inclusion initiatives that contribute to building and supporting a culture of inclusion. These include several employee networks that come together based on shared identity, interest, life experience and allyship.

DPS offers structured face-to-face and e-learning opportunities, such as cultural appreciation training. The department has continued its association with peak professional organisations such as the Diversity Council Australia and Australian Disability Network.

### Disability, neurodiversity and carers

DPS continues its commitment to attracting, recruiting and supporting more Australians with disability and neurodiversity, as well as carers to its workforce. To achieve this, the department needs a disability-confident workforce that continues to improve the experiences of DPS clients, visitors, building occupants and employees.

The first DPS Accessibility and Inclusion Plan 2020–2023 concluded in November 2023. It comprised 26 deliverables under five categories:

- relationships
- work environment (digital)
- work environment (physical)
- employment, and
- governance (monitoring and review).

The Accessibility and Inclusion Plan formed the foundations of the department's ongoing commitment to improving accessibility and inclusion within Parliament House, for staff, building occupants and visitors. It is being built upon through the development of the Accessibility and Inclusion Action Plan. Fifteen planned actions were completed including ongoing projects. Eleven actions are in progress or have not yet started. These are being considered and incorporated as part of the new APH Access and Inclusion Action Plan and the Australian Disability Network Dignified Access and User Experience of Parliament House Review.

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The development of the new whole-of-parliament AIAP was agreed upon in February 2023 by parliamentary departments. To support its development, the Access and Inclusion Champions Group was formed. Work is underway on the new plan, to be released in late 2024. Internal and external consultation will ensure the new plan continues to reduce barriers to employment and improve accessibility for clients, visitors, building occupants and employees at Parliament House.

The Parliamentary Service AccessABILITY Network, established in October 2023, brings together employees to provide guidance, advice and feedback on disability-related matters. The network provides a safe and supportive environment for members to connect. It is open to all Parliamentary Service employees, especially those who are:

- living with a disability, chronic health conditions or injury
- neurodivergent
- a carer or support person, or
- an ally.

## Celebrating diversity and inclusion

DPS celebrates diversity by marking days of significance through the APH Health, Wellbeing, and Inclusion Calendar. These are examples of days of significance marked with events:

- **International Day of People with Disability 2023**—the AccessABILITY network hosted morning tea with guest speaker Nipuni Wijewickrema, the 2016 ACT Young Australian of the Year.
- **International Woman's Day 2024**—Presiding Officers hosted a panel with Department of Employment and Workplace Relations Secretary Natalie James and Australian National University Vice-Chancellor Genevieve Bell.
- **Harmony Day 2024**—ranches and teams celebrated by sharing recipes and feasting communally for lunch.
- **International Day Against Homophobia, Biphobia and Transphobia 2024**—the Pride (LGBTQIA+) Network co-ordinated a presentation from a senior curator at the National Museum Australia, to share some of his life and work experiences.
- **National Reconciliation Week 2024**—staff participated in basket weaving with Indigenous facilitators who shared stories and cultural knowledge about different plants and weaving techniques from all over Australia, and
- **Pride Month**—the Pride (LGBTQIA+) Network co-ordinated a screening for a Queer film at the APH Theatre and staff were invited to attend Ally Awareness training.

## Disability reporting

Australia's Disability Strategy 2021–2031 is the national disability policy framework that acts to ensure the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into Australian policies and programs that affect people with disability, their families and carers.

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

## Working together towards reconciliation

Following the conclusion of its third innovative Reconciliation Action Plan (RAP) in August 2022, Reconciliation Australia recommended that parliamentary departments enter a 12-month 'reflections' period where four key takeaways were identified to consider before embarking on the Stretch RAP journey. These takeaways included adaptability as key to success, acknowledging how improvement can be made, acknowledging there is more work to be done, and recognising the importance of stretching. A Parliamentary Service RAP Champions Working Group was formed in 2023 to develop the new Stretch RAP. It includes RAP Champions from each parliamentary department and the PWSS, and First Nations representatives. The Stretch RAP will include four key focus areas—relationships, respect, opportunities, and governance.

Together, parliamentary departments seek to achieve significant outcomes and momentum for reconciliation. This includes strengthening relationships with Aboriginal and Torres Strait Islander peoples and communities, promoting equity, and building a culturally safe work environment.

DPS continued the momentum by building on its reconciliation efforts from previous years and observing 2024 National Reconciliation Week. Events demonstrated the department's commitment to reconciliation and building cultural intelligence and safety. Events included a basket weaving workshop and tours highlighting Indigenous experiences of Parliament House.

In September 2023, DPS participated in the Work Exposure in Government which brought Aboriginal and Torres Strait Islander students to Parliament House to gain hands-on experience and knowledge about career pathways in the Australian Government. Participation also promoted the unique landscape and opportunities of Parliament House.

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## **Commitment to Indigenous Artists' Rights**

The Parliament House Art Collections are significant public collections of Australian art. DPS is committed to applying appropriate policies and procedures in all aspects of its dealings with Indigenous artists and their works.

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

## RECRUITMENT

### Entry-level programs

DPS offers entry-level programs designed to bring together and develop talented individuals across various roles, skills and capabilities. These programs support business areas and help with retention and growth in the department. They align with DPS's commitment to increasing employment opportunities for Aboriginal and Torres Strait Islander peoples and individuals with disabilities.

DPS currently offers five entry-level programs including the:

- DPS Graduate Program
- APS Digital Graduate Program
- DPS Apprenticeship Program
- Indigenous Apprenticeship Program (IAP), and
- 'Stepping Into' Internship (Affirmative Measures—Disability).

### DPS Graduate Program

This program aims to strategically attract, build and retain key skills and expertise of university graduates through structured on-the-job training experience. It is an essential component of DPS workforce planning efforts. It creates a pipeline of tertiary-qualified candidates who can assist in addressing immediate workforce skill shortages while forming future leadership cohorts.

During 2023–24, the 2023 graduate cohort finished their program, with seven people graduating in February 2024. The 2024 cohort started in February 2024, with DPS welcoming six graduates to complete placements across different areas over 12 months.

### APS Digital Graduate Program

This program is designed to meet the increasing demand for tertiary-qualified digital professionals. The APS Digital Graduate Program selects candidates with digital expertise to address workforce skill shortages.

During 2023–24, DPS recruited and/or continued to support two digital graduates across various areas.

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## **DPS Apprenticeship Program**

This program is tailored to DPS workforce needs. It employs apprentices across various trade areas, helping them develop specialised skills in a unique working environment while achieving a nationally recognised trade qualification. Opportunities include these roles:

- electrical
- horticulture and turf management
- plumbing
- cabinet making
- fitting and machining
- commercial culinary, and
- patisserie.

During 2023–24, DPS recruited and/or continued to support nine apprentices across these trade-based business areas.

## **Indigenous Apprenticeship Program**

This program focused on increasing employment across the APS for First Nations people. It offers non-trade apprenticeships and provides valuable workplace experience and completion of a formal qualification.

During 2023–24, DPS welcomed three participants across various areas.

## **‘Stepping Into’ Internship Program**

This paid internship program aims to create a recruitment pathway for, and raise awareness of, the skills and talents of people with disabilities. Throughout their six to 12-week placement, interns gain practical experience, make professional connections, and prepare for transition into careers post-study.

In early 2024, DPS signed up to host interns over the upcoming autumn and spring programs.

## LEARNING AND DEVELOPMENT

During 2023–24, DPS's approach to learning and development focused on reviewing and evaluating corporate programs so learning efforts and investment aligned to organisational priorities—the DPS Corporate Plan, People Plan, and strategic themes. Focus areas are determined through staff survey results and in response to organisational reviews.

Several enhancements were made to core offerings during 2022–23 and embedded in 2023–24, such as the DPS induction program and mandatory training compliance timeframes. The revised induction approach includes delivering a more streamlined and flexible program accessible to all staff, regardless of their roles or job types. The updated program is a key component of a broader onboarding experience combining face-to-face and interactive sessions with relevant online resources.

Mandatory training compliance timeframes were reduced to align with other APS agencies and support improved compliance with regulatory requirements. A shorter timeframe provides a more streamlined learning experience while supporting staff to integrate more quickly and effectively into their roles.

Coaching and mentoring services were accessed by some EL and SES staff promoting capability development and career progression. Staff were supported to undertake activities through a blended learning approach which includes:

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

The DPS online learning platform continues to be improved, ensuring that published content is accessible and fit for purpose. During 2023–24, DPS began reviewing its online mandatory training programs to improve alignment with APS Craft and establish clear governance arrangements for regular reporting and evaluation practices. This work will continue in 2024–25.

### Leadership and management

Leaders play an influential role in guiding teams through the current and emerging challenges of DPS's unique operating environment. How departmental leaders operate and behave is critical to driving positive staff engagement.

The 70-20-10 model states that people obtain 70% of their knowledge from job-related experiences, 20% from interactions with others (peers and managers), and 10% from formal learning events.

By enhancing their management and leadership capabilities, DPS leaders will be integral in improving workplace culture and fostering a learning environment that encourages staff to address challenges, ask questions, learn from mistakes, and be open to feedback on performance (the 70 component).

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Staff from across DPS, including SES, have had the opportunity to participate in these leadership development programs:

- Future Women Platinum Emerging Leaders
- Future Women Executive Communication
- Future Women Changemakers
- Foundational Leadership (those aspiring to management or new to the role)
- Strengthening Leadership (those currently managing or experienced)
- Women in Mentoring, and
- APS Academy Leadership Development Programs.

Throughout 2023–24, these management courses were delivered to staff:

- Workplace Sexual Harassment for Managers
- Workplace Health and Safety for Managers
- IWP Performance Process for Managers, and
- Disability Confidence for Managers.

## **Study assistance**

DPS encourages employees to undertake relevant external education and training and supports employees to access courses and programs with a direct connection to their duties or that will assist the employee in their career development in DPS.

During 2023–24, DPS supported 19 employees to undertake tertiary studies through its Studies Assistance Policy, providing 1,287 hours of study leave and \$33,258 in financial contributions.

## **Corporate training**

Throughout 2023–24, corporate training initiatives were strategically directed towards enhancing personal development and awareness, health and wellbeing, and cultural sensitivity among staff. These focus areas underscore the commitment to fostering a more inclusive, supportive, and effective work environment. DPS rolled out corporately funded programs designed to address key aspects of workplace dynamics and employee growth. Programs such as Disability Confident Workforce, Respectful Workplaces, and Workplace Bullying, Harassment and Discrimination aimed to create safer and more respectful workplaces. Additionally, initiatives like Work Health Safety Awareness and Emotional Intelligence training were pivotal in promoting overall employee wellbeing and resilience.

Complementing these efforts, Cultural Appreciation and Customer Service—Stakeholder Engagement programs were introduced to enhance staff interactions and understanding of diverse perspectives. Creating a Positive Workplace Culture was another critical component, focusing on building a supportive and productive environment. Together, these programs equip employees with essential skills, foster a culture of respect and inclusivity, and improve engagement and performance. By investing in them, DPS is addressing immediate workplace challenges and cultivating a more cohesive and thriving organisational culture.

## WORK HEALTH AND SAFETY AND REHABILITATION

DPS implemented initiatives and activities during 2023–24 relating to work health and safety (WHS) and rehabilitation matters. These initiatives and activities enable DPS to meet its obligations, educate workers and reduce the risk of injury and illness in the workplace. During the reporting year, they included:

- undertaking a series of risk assessments for emerging risk areas
- coordinating the annual influenza vaccination program for all building occupants at Parliament House, which delivered 1,025 vaccinations through onsite clinics and an offsite voucher system
- providing additional first aid kits and defibrillators in parliamentary-only areas
- sustaining the internal proactive workplace inspection program
- participating in Comcare's proactive inspection program regarding incident investigations and notification, and
- coordinated the Parliament House Wellness showcase to highlight the Nurses' Centre services.

### Early Intervention Scheme

The DPS Early Intervention Scheme provides workers with rapid response so the impact of injury or illness is managed appropriately and used to cover short periods of personal leave, workplace reasonable adjustments and allied health treatment.

The scheme's success has assisted DPS in reducing its worker's compensation premium for the sixth consecutive year.

### Consultation on WHS issues

DPS is committed to 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, focusing on reviewing WHS policies and procedures and maintaining a strategic outlook to WHS management across the department. Individual branches also hold their own WHS committee meetings. The Contractors' WHS Subcommittee meets quarterly. It is a valuable mechanism for addressing WHS issues related to the work performed by the large number of contractors at Parliament House.

Health and Safety Representatives are part of the DPS consultative network, which also includes Harassment Contact Officers. As at 30 June 2024, DPS had 24 Health and Safety Representatives.

### WHS awareness training

During 2023–24, DPS achieved 97.55% compliance for mandatory WHS awareness training.

## Incident reporting and investigation

DPS actively promotes and encourages workers to submit incident reports through the established incident reporting process. Workers are made aware of this process through induction, the APH site book, toolbox talks and WHS agenda items at meetings.

DPS received 125 incident reports for 2023–24, a decrease of 4 incidents from the 129 reported in 2022–23.

During 2023–24, three incidents were notified to Comcare in accordance with section 38 of the *Work Health and Safety Act 2011* (WHS Act). Remedial action was taken. While no serious injuries occurred because of these incidents, they were classified under section 37 in line with Comcare direction.

Comcare was satisfied with the actions undertaken by DPS and did not conduct any investigations into incidents during 2023–24. No enforcement measures (notices) were issued under part 10 of the WHS Act. No enforceable undertakings were issued under part 11 of the WHS Act.

**TABLE 30:** Comcare notifications and notices under the WHS Act

| Action (as per the WHS Act)                                        | Number   |
|--------------------------------------------------------------------|----------|
| <b>Notifications provided to Comcare as required by section 38</b> | <b>3</b> |
| Death (defined under section 35)                                   | 0        |
| Serious injury or Illness (defined under section 36)               | 0        |
| Dangerous incident (defined under section 37)                      | 3        |
| <b>Notices issued</b>                                              | <b>0</b> |
| Improvement notices (under section 191)                            | 0        |
| Prohibition notices (under section 195)                            | 0        |
| Non-disturbance notices (under section 198)                        | 0        |

## Nurses' Centre

DPS employs registered nurses at the Parliament House Nurses' Centre. Their role is to provide initial in-house medical support, including treatment for minor medical matters, advice and guidance to external services to building occupants. Registered nurses also audit and maintain first aid kits and equipment throughout Parliament House.

## Rehabilitation report

DPS's worker's compensation premium has steadily reduced over the last six years. This is a result of a positive approach to supporting injured and ill staff with compensable injuries to sustain or return to work quickly.

The DPS premium reduced by 0.65% in 2023–24, compared to 0.75% in 2022–23 (Table 31). It is lower than the average of 0.84% premium across Australian Government agencies in the scheme. Between 2019–20 and 2023–24, the department's premium reduced by 52%. This is a positive reflection of the approach to managing compensable injuries for its employees.

**TABLE 31:** The trend in DPS premium scheme rates, 2019–20 to 2023–24

| Premium year                                                             | 2019–20            | 2020–21          | 2021–22          | 2022–23          | 2023–24          |
|--------------------------------------------------------------------------|--------------------|------------------|------------------|------------------|------------------|
| <b>Initial prescribed rate</b>                                           | 1.33%              | 1.08%            | 0.77%            | 0.75%            | 0.65%            |
|                                                                          | of payroll         | of payroll       | of payroll       | of payroll       | of payroll       |
| <b>Prescribed amount</b>                                                 | \$1,184,059        | \$970,522        | \$821,383        | \$813,157        | \$738,880        |
| <b>Bonus/penalty<br/>(negative amount<br/>indicates a bonus)</b>         | \$242,823          | -\$231,470       | -\$224,658       | \$96,006         | \$119,263        |
| <b>Total premium amount<br/>(excludes GST)<sup>1</sup></b>               | <b>\$1,426,882</b> | <b>\$739,052</b> | <b>\$596,725</b> | <b>\$717,151</b> | <b>\$619,617</b> |
| <b>DPS regulatory<br/>contribution<br/>(GST not payable)<sup>2</sup></b> | \$80,858           | \$69,859         | \$79,367         | \$80,827         | \$85,017         |

**Notes:**

- 1 Due to a misprint in the 2022–23 *Annual Report*, Total premium amount (excludes GST) for 2019–20 the correct figure should read \$1,426,882.
- 2 Due to a misprint in the 2022–23 *Annual Report*, the correct row title should read DPS regulatory contribution (GST not payable).

## Code of conduct breaches

DPS is committed to the standards of integrity, good governance and ethical practices reflected in the PS Act. All alleged breaches of the Parliamentary Service Code of Conduct are taken seriously and managed in accordance with the provisions of the Parliamentary Service Code of Conduct contained in section 13 of the PS Act. Management of breaches is always guided by the principles of procedural fairness.

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## SET THE STANDARD: REPORT ON THE INDEPENDENT REVIEW INTO COMMONWEALTH PARLIAMENTARY WORKPLACES (2021)

In 2023–24, DPS continued its work to implement recommendations from the *Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces* (Set the Standard Report). Since the release of the report in November 2021, DPS has been engaged in several streams of work to implement recommendations relating to the department.

Two recommendations apply directly to DPS. Both presented the opportunity to build on existing services and initiatives by distilling priority actions that formed the basis of a proposal for physical upgrades (Dignified Access and User Experience of Parliament House Review) and expansion of health and wellbeing offerings (Feasibility Study).

1. Recommendation 9 undertakes to review the physical infrastructure and policies to support accessibility and inclusion. This review was undertaken by the Australian Disability Network, which delivered its *Dignified Access and User Experience of Parliament House Review Report* in December 2023. This review's 339 recommendations across 35 themes relate to matters across the workplace. As such, review implementation will involve all agencies and entities across Parliament House and all building occupants.
2. Recommendation 26 enhances Parliamentary Health and Wellbeing Services. During 2023–24, DPS continued to enhance and promote available health and wellbeing services to building occupants. This included the permanent recruitment of a second nurse, the introduction of new and enhanced fitness classes at the Health and Recreation Centre, and the establishment of the APH Services Directory. This directory gives building occupants information on local medical services (including general practitioners), health and wellness services at Parliament House, safety, security and support services, and retail services.

DPS promotes a positive workplace culture with diversity and inclusion as a priority. The department aspires to remove barriers so all staff can contribute to its shared purpose. By respecting individual diversity, DPS is also creating a workplace that is free from discrimination and defined by respect, belonging, ethical behaviour and integrity.

## DIGNIFIED ACCESS REVIEW

Following extensive consultation with building occupants and visitors, including walk-throughs of Parliament House, surveys and interviews, the Australian Disability Network (formally the Australian Network on Disability) delivered the Dignified Access Review report in December 2023. Since then, DPS has worked closely with the other parliamentary departments, the PWSS and the Department of Finance through the Access and Inclusion Champions Group to review the recommendations and work through implementation.

DPS collects and monitors data to track progress as a safer, inclusive and respectful parliamentary workplace as outlined by Recommendation 8 of the Set the Standard Report. Tables 32 to 44 were current at 30 June 2024 and show the composition of the DPS workforce by gender.

TABLE 32: Age by gender\*

| Age   | Woman/<br>Female | Man/Male | Non-binary/<br>Uses another term | Not<br>specified | Total |
|-------|------------------|----------|----------------------------------|------------------|-------|
| <18   | <4               | <4       | <4                               | <4               | <4    |
| 18–24 | 60               | 70       | <4                               | <4               | 130   |
| 25–34 | 113              | 141      | <4                               | <4               | 254   |
| 35–44 | 106              | 178      | <4                               | <4               | 284   |
| 44–54 | 111              | 178      | <4                               | <4               | 289   |
| 55–64 | 83               | 115      | <4                               | <4               | 198   |
| 65+   | 19               | 27       | <4                               | <4               | 46    |

**Note:**

\* Numbers less than four are represented by <4 and not counted in the total.

**TABLE 33: Diversity characteristics by gender\***

| Age                                                 | Woman/<br>Female | Man/<br>Male | Non-binary/<br>Uses another term | Not<br>specified | Total |
|-----------------------------------------------------|------------------|--------------|----------------------------------|------------------|-------|
| Identifies as a First Nations person                | 9                | 15           | <4                               | <4               | 24    |
| Identifies as a person with disability              | 23               | 18           | <4                               | <4               | 41    |
| Identifies as culturally and linguistically diverse | 54               | 69           | <4                               | <4               | 123   |
| Identifies as LGBTQIA+^                             | N/A              | N/A          | N/A                              | N/A              | N/A   |
| Identifies as having caring responsibilities#       | 11               | 22           | <4                               | <4               | 33    |

**Notes:**

\* Numbers less than four are represented by <4 and not counted in the total.

^ LGBTQIA+ information is only captured in the annual staff survey. 2024 Staff Survey data were not available as at 30 June 2024.

# Caring responsibilities include children, dependents and elderly responsibilities.

**TABLE 34: Age by level\***

| Age   | Entry-level<br>programs^ | PSL1–4 | PSL5–6 | EL | SES | Total |
|-------|--------------------------|--------|--------|----|-----|-------|
| <18   | <4                       | <4     | <4     | <4 | <4  | <4    |
| 18–24 | 11                       | 97     | 22     | <4 | <4  | 130   |
| 25–34 | 5                        | 117    | 88     | 44 | <4  | 254   |
| 35–44 | <4                       | 99     | 91     | 85 | 7   | 282   |
| 45–54 | <4                       | 107    | 88     | 82 | 11  | 288   |
| 55–64 | <4                       | 75     | 59     | 57 | 7   | 198   |
| 65+   | <4                       | 27     | 9      | 11 | <4  | 47    |

**Notes:**

\* Numbers less than four are represented by <4 and not counted in the total.

^ Entry-level programs include participants in graduate programs, trade-based apprenticeship programs, IAPs and indigenous government development programs.

**TABLE 35: Diversity characteristics by level\***

| Diversity characteristics                                  | Entry-level programs^ | PSL 1–4 | PSL 5–6 | EL  | SES | Total |
|------------------------------------------------------------|-----------------------|---------|---------|-----|-----|-------|
| Identifies as a First Nations Person                       | <4                    | 13      | 7       | <4  | <4  | 20    |
| Identifies as a person with a disability                   | <4                    | 15      | 17      | 7   | <4  | 39    |
| Identifies as culturally and linguistically diverse        | <4                    | 59      | 30      | 32  | <4  | 121   |
| Identifies as LGBTQIA+ <sup>#</sup>                        | N/A                   | N/A     | N/A     | N/A | N/A | N/A   |
| Identifies as having caring responsibilities <sup>^^</sup> | <4                    | 10      | 10      | 10  | <4  | 30    |

**Notes:**

\* Numbers less than four are represented by <4 and are not counted in the total.

^ Entry Level Programs include participants in the graduate programs, trade-based apprenticeship programs, IAPs and Indigenous government development programs.

# LGBTQIA+ information is only captured in the annual staff survey. 2024 Staff Survey data were not available as at 30 June 2024.

^^ Caring responsibilities include children, dependents and elderly responsibilities

**TABLE 36: Flexible working arrangements by gender\***

|                                         | Woman/<br>Female | Man/<br>Male | Non-binary/<br>Uses another term | Not<br>specified | Total |
|-----------------------------------------|------------------|--------------|----------------------------------|------------------|-------|
| Flexible work arrangements <sup>#</sup> | 175              | 89           | <4                               | <4               | 264   |

**Notes:**

\* Number less than four are represented by <4 and are not counted in the total.

# Includes registered arrangements active in 2023–24. The figures represent the number of employees who have had at least one arrangement during the time period.

**TABLE 37: Contract length by gender\***

| Contract length         | Woman/<br>Female | Man/<br>Male | Non-binary/<br>Uses another term | Not<br>specified | Total |
|-------------------------|------------------|--------------|----------------------------------|------------------|-------|
| Average length (months) | 12.6             | 14.0         | <4                               | <4               | 13.3  |

**Note:**

\* Numbers less than four are represented by <4 and are not counted in the total.

**TABLE 38: Pay by gender\***

| Level                 | Average annualised full-Time equivalent (FTE) base salary (\$) |              |                                  |                  | Total      |
|-----------------------|----------------------------------------------------------------|--------------|----------------------------------|------------------|------------|
|                       | Woman/<br>Female                                               | Man/<br>Male | Non-binary/<br>Uses another term | Not<br>specified |            |
| Entry Level Programs# | 68,972.20                                                      | 67,281.13    |                                  | N/A              | 67,857.63  |
| PSL1-4                | 69,712.69                                                      | 69,346.27    |                                  | N/A              | 69,462.99  |
| PSL5-6                | 92,222.49                                                      | 92,152.73    |                                  | N/A              | 92,188.00  |
| PEL                   | 124,902.55                                                     | 128,906.87   |                                  | N/A              | 127,061.67 |
| SES                   | 219,104.48                                                     | 248,601.18   |                                  | N/A              | 233,287.56 |
| Whole-of-agency       | 96,060.27                                                      | 90,596.25    |                                  | N/A              | 92,841.90  |

**Note:**

# Entry Level Programs include participants in the graduate programs, trade-based apprenticeship programs, IAPs and Indigenous government development programs.

**TABLE 39: Absences by gender\***

| Type of absence       | Number of days 2023-24 |              |                                  |                  | Total       |
|-----------------------|------------------------|--------------|----------------------------------|------------------|-------------|
|                       | Woman/<br>Female       | Man/<br>Male | Non-binary/<br>Uses another term | Not<br>specified |             |
| Annual leave^         | 14.6                   | 15.6         | <4                               | <4               | 15.2        |
| Unscheduled absences# | 11.2                   | 12.7         | <4                               | <4               | 12.1        |
| Parental leave^^      | 5.5                    | 0.3          | <4                               | <4               | 2.4         |
| <b>Total</b>          | <b>31.3</b>            | <b>28.6</b>  | <b>&lt;4</b>                     | <b>&lt;4</b>     | <b>29.7</b> |

**Notes:**

\* Numbers less than four are represented by <4 and are not counted in the total.

^ Includes annual and purchased leave.

# Includes sick/personal leave, carers leave, and personal circumstance leave.

^^ Includes maternity and parental leave.

TABLE 40: Tenure by gender\*

|                          | Woman/<br>Female | Man/<br>Male | Non-binary/<br>Uses another term | Not<br>specified | Average |
|--------------------------|------------------|--------------|----------------------------------|------------------|---------|
| Average length<br>[days] | 1,812.5          | 2,432.1      | <4                               | <4               | 2,178.3 |

**Note:**

\* Numbers less than four are represented by <4 and are not counted in the total.

TABLE 41: Separation types by gender\*

|                                                     | Woman/<br>Female | Man/<br>Male | Non-binary/<br>Uses another<br>term | Not<br>specified | Total      |
|-----------------------------------------------------|------------------|--------------|-------------------------------------|------------------|------------|
| Age retirement                                      | 6                | 11           | <4                                  | <4               | 17         |
| Early Termination of<br>Contract—Employee Initiated | <4               | <4           | <4                                  | <4               | <4         |
| Early Termination of<br>Contract—Employer Initiated | <4               | <4           | <4                                  | <4               | <4         |
| End of contract                                     | 8                | 9            | <4                                  | <4               | 17         |
| End of Temporary Transfer                           | <4               | <4           | <4                                  | <4               | <4         |
| Early Termination—<br>Non-Performance of Duties     | 5                | <4           | <4                                  | <4               | 5          |
| Incentive to Retire                                 | <4               | <4           | <4                                  | <4               | <4         |
| Invalidity Retirement                               | <4               | <4           | <4                                  | <4               | <4         |
| Promotion to APS                                    | <4               | <4           | <4                                  | <4               | <4         |
| Resignation                                         | 52               | 51           | <4                                  | <4               | 103        |
| Transfer to APS                                     | 36               | 37           | <4                                  | <4               | 73         |
| Transfer to Parliamentary<br>Service                | 6                | <4           | <4                                  | <4               | 6          |
| Voluntary Retirement Excess<br>EA 64 1.b            | <4               | <4           | <4                                  | <4               | <4         |
| Voluntary Retirement Excess<br>EA 64 1.a            | <4               | <4           | <4                                  | <4               | <4         |
| <b>Total separations 2023–24</b>                    | <b>120</b>       | <b>111</b>   | <b>&lt;4</b>                        | <b>&lt;4</b>     | <b>231</b> |

**Note:**

\* Numbers less than four are represented by <4 and are not counted in the total.

**TABLE 42: Training by gender**

|                                                                                   | Woman/<br>Female | Man/<br>Male | Non-binary/<br>Uses another<br>term | Not<br>specified | Total        |
|-----------------------------------------------------------------------------------|------------------|--------------|-------------------------------------|------------------|--------------|
| APSC Integrity in the APS#                                                        | 167              | 169          |                                     |                  | 336          |
| Being Professional in the<br>Parliamentary Service                                | 9                | 13           |                                     |                  | 22           |
| CORE Module 1: Thinking<br>About Cultures and Identities#                         | 174              | 165          |                                     |                  | 339          |
| CORE Module 2: My Country,<br>Our Country#                                        | 167              | 168          |                                     |                  | 335          |
| CORE Module 8: Engaging<br>with Aboriginal and Torres<br>Strait Islander peoples# | 176              | 171          | 1                                   |                  | 348          |
| CORE Module 10: Continuing<br>your Journey#                                       | 165              | 170          | 1                                   |                  | 336          |
| Creating a Positive Workplace<br>Environment                                      | 15               | 14           |                                     |                  | 29           |
| Cultural Appreciation –<br>National Indigenous Training<br>Employment Solutions   | 35               | 15           |                                     |                  | 50           |
| Disability Confident Workforce<br>(Online Learning) #                             | 449              | 647          | 1                                   |                  | 1,097        |
| Emotional Intelligence—<br>Thriving in the Workplace                              | 20               | 12           |                                     |                  | 32           |
| Respectful Workplaces#                                                            | 540              | 722          |                                     |                  | 1,262        |
| Welcoming Customers with<br>a Disability (online or in<br>person)#                | 335              | 472          | 1                                   |                  | 808          |
| WHS Awareness (online<br>or in person)#                                           | 275              | 402          | 1                                   |                  | 678          |
| Workplace Bullying,<br>Harassment and<br>Discrimination#                          | 551              | 748          |                                     |                  | 1,299        |
| <b>Total</b>                                                                      | <b>3,078</b>     | <b>3,888</b> | <b>5</b>                            |                  | <b>6,971</b> |

**Note:**

# Training title identified as part of the mandatory learning for DPS staff. .

**TABLE 43:** Support services provided by EAP

|                             | Total |
|-----------------------------|-------|
| Total EAP services provided | 122   |
| Work-related                | 31    |

**TABLE 44:** Reports of incidents\*

| Type of report                           | Count        |
|------------------------------------------|--------------|
| <b>Bullying reports</b>                  |              |
| Formal                                   | <4           |
| Informal                                 | 0            |
| External reports                         | 0            |
| <b>Discrimination reports</b>            |              |
| Formal                                   | 0            |
| Informal                                 | 0            |
| External                                 | 0            |
| <b>Sexual harassment reports</b>         |              |
| Formal                                   | 0            |
| Informal                                 | <4           |
| External                                 | 0            |
| <b>Sexual assault reports</b>            |              |
| Formal                                   | 0            |
| Informal                                 | 0            |
| External                                 | 0            |
| <b>Workers' compensation report</b>      |              |
| Accepted claims for psychological injury | <4           |
| <b>Total reports</b>                     | <b>&lt;4</b> |

**Note:**

\* Numbers less than four are represented by <4 and are not counted in the total. The 2022–23 Annual Report has been identified as containing a misprint. The 2022–23 Annual Report, Sexual harassment (reports) the figures should read: Formal reports 0.



# APPENDICES

# 7

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|            |     |
|------------|-----|
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## APPENDIX A

### Environmental management

DPS reports annually on its environmental performance consistent with the *Environment Protection and Biodiversity Conservation Act 1999*.

In 2023–24, 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 45: Monitored water and energy use and waste 2019–20 to 2023–24**

| Indicator                                                                                        | 2019–20 | 2020–21 | 2021–22 | 2022–23  | 2023–24 |
|--------------------------------------------------------------------------------------------------|---------|---------|---------|----------|---------|
| <b>Building energy use</b>                                                                       |         |         |         |          |         |
| Energy consumption—<br>Parliament House building (GJ)                                            | 145,529 | 140,959 | 146,238 | 155,852  | 143,635 |
| Energy consumption—<br>25 National Circuit (GJ)                                                  | 606     | 583     | 526     | 332.32   | 375     |
| <b>Vehicle use</b>                                                                               |         |         |         |          |         |
| Total number of fleet vehicles                                                                   | 2       | 2       | 2       | 3        | 2       |
| Total fuel purchased (litres)                                                                    | 1,726   | 1,744   | 864     | 1,313.61 | 1,206   |
| Total distance travelled (kms)                                                                   | 16,512  | 14,638  | 5,852   | 8,321    | 13,368  |
| Direct greenhouse emissions of<br>fleet (tonnes CO <sub>2</sub> -e)                              | 4.94    | 4.96    | 2.47    | 3.75     | 4.08    |
| <b>Fuel and gas</b>                                                                              |         |         |         |          |         |
| Landscape fuel—diesel (litres)                                                                   | 6,595   | 7,448   | 6,430   | 5,519    | 5,461   |
| Landscape fuel—petrol (litres)                                                                   | 2,426   | 2,327   | 2,347   | 3,922    | 3,886   |
| Other fuel—(LPG) (kilograms)                                                                     | 3,357   | 2,969   | 2,029   | 5,340    | 1,344   |
| Generators— diesel (litres)                                                                      | 5,620   | 14,500  | 1,143.5 | 4,252    | 4,098   |
| <b>Water consumption</b>                                                                         |         |         |         |          |         |
| Building water consumption (KL)                                                                  | 152,303 | 201,557 | 127,042 | 102,555  | 120,192 |
| Landscape water consumption (KL)                                                                 | 107,594 | 69,794  | 42,873  | 63,282   | 76,590  |
| <b>Resource efficiency and waste</b>                                                             |         |         |         |          |         |
| Total office paper purchased (kg)                                                                | 23,919  | 23,164  | 16,010  | 22,821   | 21,577  |
| Percentage of office paper<br>purchased with recycled content<br>or carbon neutral certified (%) | 98%     | 99%     | 92%     | 76%      | 64%     |
| Office paper and cardboard<br>recycled (tonnes)                                                  | 138     | 100     | 141     | 106      | 89      |
| Total waste produced (tonnes)                                                                    | 980     | 1,076   | 847     | 652      | 696     |
| Percentage of waste diverted from<br>landfill (%)                                                | 62%     | 66%     | 60%     | 47.8%    | 54%     |

### Transport energy use

DPS uses a range of vehicles for departmental functions. The department’s fuel-operated vehicles are used to maintain the landscape of the Parliamentary precincts. Other transport energy uses include fuel used for onsite maintenance and loading dock vehicles. DPS also operates a range of electric-powered vehicles within Parliament House to reduce emissions.

Parliament House building energy use comprises:

- natural gas for heating, general hot water and in kitchens
- electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment, and
- diesel, mainly for testing emergency backup generators.

### Greenhouse gas emissions

The department is a participant in the APS Net Zero 2030 collaborative community, established by the Department of Finance in 2022. This community forms a larger whole-of-APS forum to assist agencies in achieving the Government’s target of Net Zero by 2030.

In 2022–23, Finance developed a tool to calculate baseline emissions and establish a reference point against which emissions reduction actions can be measured. The baseline focused on Scope 1 and Scope 2 emissions, consistent with the APS Net Zero 2030 target.

In 2023–24, Finance evolved the tool to incorporate emissions attributable to domestic travel, accommodation and refrigerants. The 2022–23 and 2023–24 total emissions for DPS calculated using these tools are reported in Table 46.

**TABLE 46:** 2022–23 and 2023–24 greenhouse gas emissions

| Financial year                            | 2022–23       | 2023–24       |
|-------------------------------------------|---------------|---------------|
| Scope 1 emissions (tCO <sub>2</sub> e)    | 3,435         | 3,345         |
| Scope 2 emissions (tCO <sub>2</sub> e)    | 18,165        | 16,204        |
| Scope 3 emissions (tCO <sub>2</sub> e)    | 2,443         | 2,674         |
| <b>Total emissions (tCO<sub>2</sub>e)</b> | <b>24,043</b> | <b>22,223</b> |

DPS achieved a reduction in emissions of 1,820 tCO<sub>2</sub>e between 2022–23 and 2023–24.

The 2023–24 Emissions Reporting Tool generated the tabulated results in tables 47 and 48.

**TABLE 47: 2023–24 Greenhouse Gas Emissions Inventory—location-based method**

| Emission source                          | Scope 1 t CO <sub>2</sub> -e | Scope 2 t CO <sub>2</sub> -e | Scope 3 t CO <sub>2</sub> -e | Total t CO <sub>2</sub> -e |
|------------------------------------------|------------------------------|------------------------------|------------------------------|----------------------------|
| Electricity<br>(location-based approach) | N/A                          | 16,203.944                   | 1,292.868                    | 17,496.811                 |
| Natural Gas                              | 2,960.141                    | N/A                          | 752.530                      | 3,712.670                  |
| Solid Waste*                             | N/A                          | N/A                          | 509.984                      | 509.984                    |
| Refrigerants*†                           | 366.288                      | N/A                          | N/A                          | 366.288                    |
| Fleet and Other Vehicles                 | 6.662                        | N/A                          | 1.925                        | 8.587                      |
| Domestic Commercial Flights              | N/A                          | N/A                          | 74.775                       | 74.775                     |
| Domestic Hire Car*                       | N/A                          | N/A                          | 2.846                        | 2.846                      |
| Domestic Travel<br>Accommodation*        | N/A                          | N/A                          | 35.745                       | 35.745                     |
| Other Energy                             | 11.976                       | N/A                          | 3.027                        | 15.004                     |
| <b>Total t CO<sub>2</sub>-e</b>          | <b>3,345.067</b>             | <b>16,203.944</b>            | <b>2,673.700</b>             | <b>22,222.710</b>          |

**Notes:**

Table 46 presents emissions related to electricity usage using the location-based accounting method. CO<sub>2</sub>-e = Carbon Dioxide Equivalent.

\* indicates emission sources collected for the first time in 2023–24. Data quality is expected to improve over time as emissions reporting matures.

† indicates optional emission source for 2023–24 emissions reporting.

**TABLE 48: 2023-24 Electricity Greenhouse Gas Emissions**

| Emission source                          | Scope 2 t CO <sub>2</sub> -e | Scope 3 t CO <sub>2</sub> -e | Total t CO <sub>2</sub> -e | % of electricity use |
|------------------------------------------|------------------------------|------------------------------|----------------------------|----------------------|
| Electricity<br>(location-based approach) | 16,203.944                   | 1,292.868                    | 17,496.811                 | 100                  |
| Market-based<br>electricity emissions    | 1,386.601                    | 171.185                      | 1,557.786                  | 7.15                 |
| Renewable electricity                    |                              |                              |                            |                      |
| Mandatory renewables <sup>1</sup>        | -                            | -                            | -                          | 18.72                |
| Voluntary renewables <sup>2</sup>        | -                            | -                            | -                          | 74.13                |
| <b>Total renewable electricity</b>       | <b>-</b>                     | <b>-</b>                     | <b>-</b>                   | <b>92.85</b>         |

**Notes:**

Table 48 presents emissions related to electricity usage using both location-based and market-based accounting methods. CO<sub>2</sub>-e = Carbon Dioxide Equivalent.

Electricity, natural gas and solid waste emissions from the operations of the Department of the House of Representatives, Department of the Senate, Parliamentary Budget Office and Parliamentary Workplace Support Services are included in DPS emissions reporting.

- 1 Mandatory renewable is the portion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.
- 2 Voluntary renewables reflect the eligible carbon credit units surrendered by the entity. This may include purchased large-scale generation certificates, power purchasing agreements, GreenPower and the jurisdictional renewable power percentage (ACT only).

## Electric vehicle charging

In 2023–24, DPS commissioned 58 electric vehicle charging stations across six carparks at Parliament House, including the public carpark.

## Recycling and waste management

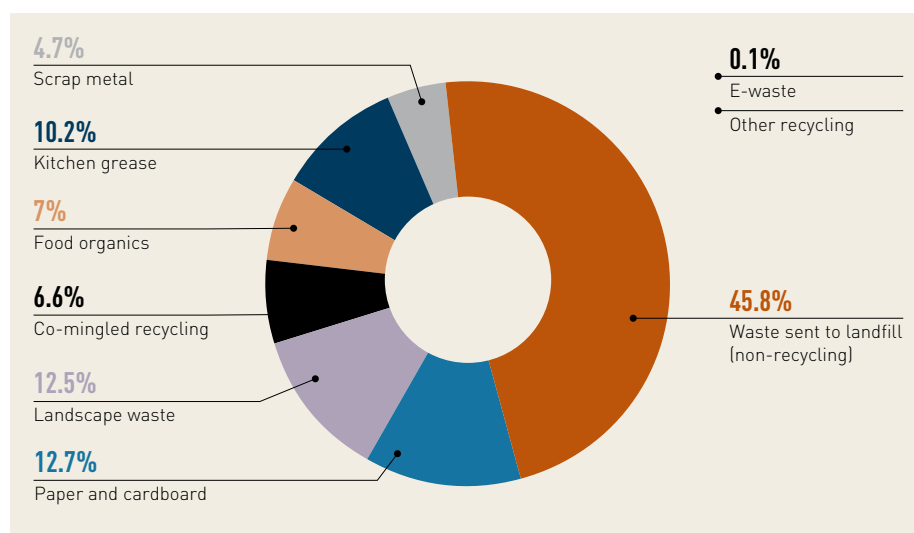
Parliament House’s waste fluctuates throughout the year, depending on building occupancy, sitting patterns, construction projects, office refurbishments and election cycles. In 2023–24, total general waste (excluding construction waste) sent to landfill was 318.7 tonnes, a decrease from 340.5 tonnes in 2022–23.

**TABLE 49:** Breakdown of waste streams (recycling and non-recycling) in 2023–24

| Waste type                                                  | Tonnes (2023–24) | Total %    |
|-------------------------------------------------------------|------------------|------------|
| Waste sent to landfill (non-recycling)                      | 318.7            | 45.8       |
| Paper and cardboard                                         | 88.8             | 12.7       |
| Landscape waste                                             | 87.0             | 12.5       |
| Co-mingled recycling                                        | 45.9             | 6.6        |
| Food organics                                               | 49.2             | 7.0        |
| Kitchen grease                                              | 71.5             | 10.2       |
| Scrap metal                                                 | 33.1             | 4.7        |
| E-waste                                                     | 0.7              | 0.1        |
| Other recycling (for example, printer cartridges and lamps) | 0.7              | 0.1        |
| <b>Total</b>                                                | <b>696.0</b>     | <b>100</b> |

**Note:**

Co-mingled recycling rates are based on estimates. The increase in kitchen grease for 2023–24 is attributed to four grease trap cleans instead of the two cleans in 2022–23.

**FIGURE 24:** Breakdown of main waste types (recycling and non-recycling) in 2023–24

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## Refrigerants

Chillers, air conditioning units, cool rooms and refrigerators at Parliament House use refrigerants, within fully contained systems. DPS is reducing the potential for there to be emissions attributed to refrigerants by regularly inspecting and maintaining systems and 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.

The emissions reporting tool provided by the Department of Finance calculates emissions attributed to refrigerants in alignment with National Greenhouse and Energy Reporting Scheme leakage rates, as published in the National Inventory Report 2022.

## Discharges to water

Sewage from Parliament House is required under a trade waste agreement to be equivalent to domestic strength (a domestic equivalent is a concentration or level the same as would be found in household wastewater). To meet these requirements, DPS has these facilities in place:

- grease trap on each kitchen drain
- coalescing plate filter on the vehicle wash-down bay to prevent oil from entering the sewer, and
- system to remove paint solids from paintbrush washing facilities before waste enters the sewer.

## Significant spills of chemicals, oils and fuels

In 2023–24, there were no significant spills of chemicals, oils or fuels from Parliament House.

## APPENDIX B

### Correction of material errors in previous annual report

No corrections to the DPS Annual Report 2022–23 have been identified.





# PARLIAMENTARY LIBRARY

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OFFICIAL



PARLIAMENT OF AUSTRALIA  
DEPARTMENT OF PARLIAMENTARY SERVICES



PARLIAMENTARY LIBRARY

### Letter of Transmittal from Parliamentary Librarian

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

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

Dear President and Speaker

### Parliamentary Library Annual Report 2023-24

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 2024.

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 Services 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

Mr Steven Fox  
Parliamentary Librarian  
11 October 2024

## PARLIAMENTARY LIBRARIAN'S REVIEW

I am pleased to present the Parliamentary Librarian's report for 2023–24, my first as Parliamentary Librarian. The reporting year has been one of change and transition against a backdrop of high productivity and strong results. I acknowledge and thank my predecessor, Dr Dianne Heriot, who led the Parliamentary Library for more than 11 years. Dr Heriot led the delivery of consistently high-quality, client-focused research and information services to the Australian Parliament.

Since my appointment on 18 September 2023, I have spent time getting to know the Library's clients, stakeholders and incredibly talented and hard-working staff. In early 2024, the Senior Executive team and the Senior Leadership team gathered to consider the strategic challenges facing the Library in the coming 18 to 24 months. Two significant priorities were identified as a result of this work. The first is ensuring our services are fit for purpose to meet the needs of a contemporary Parliament. The other is recruiting, developing and retaining our staff to ensure our ongoing high standards of client service can be delivered. These will form the basis of two discrete work programs for the coming year.

Meanwhile, the Library produced some outstanding achievements in 2023–24.

### Achievements

The Library made some significant improvements to systems in the reporting period, by upgrading and implementing new products. These improvements have largely been undertaken with internal staff resources. They used the strong project management skills and processes of our staff to manage external resources when our skills did not extend to the skillset required.

### My Library Advice

In the past reporting period, the Library enhanced its service offering with the launch of My Library Advice, a system centralising access to previously provided advice. This initiative addressed longstanding difficulties clients faced in recording, locating, and collating older or related client advice. The platform allows parliamentarians and their authorised staff to efficiently retrieve historical advice, streamlining research processes and improving overall client service.

Initially containing advice from the 47th Parliament, the system was progressively expanded to include advice dating back to the 45th Parliament, completing this milestone in June 2024. The rollout began in December 2023 with a tailored access approach. My Library Advice has received overwhelmingly positive feedback, underscoring its value in supporting parliamentary work and decision-making processes.

---

## Client relationship management

The Library has implemented a new client relationship management (CRM) tool, significantly enhancing its ability to serve parliamentarians and their staff. This system improves the record-keeping of client interactions, enabling more efficient and responsive service. By capturing a higher percentage of requests as they enter the Library, the CRM allows staff to handle follow-up enquiries more swiftly and accurately. This streamlined approach not only benefits clients through faster and more cohesive service, it reduces administrative overhead for Library staff. The tool's automatic population of office and contact details when entering a client's name further boosts productivity, allowing staff to focus more on delivering high-quality research and information services. Overall, the CRM represents a major step forward in the Library's commitment to providing timely, efficient, and personalised support to the Parliament.

## Electronic Media Monitoring Service

The Library successfully launched its new Electronic Media Monitoring Service (EMMS) on 4 December 2023, replacing the system that had been in service since 2012. This significant upgrade, part of DPS's EMMS Replacement Project, offers clients a modern interface with enhanced usability and improved discoverability.

The new service conforms to the latest security standards, ensuring long-term reliability and supportability. Since its launch, the highly anticipated service has been well-received and resulted in a significant increase in usage. This update represents a major improvement in the Library's ability to provide efficient and effective media monitoring services to parliamentarians and their staff.

## The Parliamentary Handbook Online

Previous annual reports have noted the initial release and significant expansion of the Library's flagship reference source for information on the Australian Parliament, the Parliamentary Handbook Online (<https://handbook.aph.gov.au>). This project continued in 2023–24 through the inclusion of additional data and the development of improved visualisation and search tools.

These enhancements were completed in 2023–24:

- inclusion of biographical information on Australia's monarchs and Governors-General, including links to speeches delivered at the opening of each new parliamentary session
- inclusion of familial relationships between parliamentarians and condolence speeches in existing biographies
- inclusion of a comprehensive list of ministerial statements
- inclusion of a comprehensive list of royal commissions
- development of a dynamic timeline tool, which allows users to display and compare the terms of service of occupants of different parliamentary and political offices on a single timeline
- regular capturing of data on divisions held in both chambers, and
- development of advanced search functionality for biographical information on parliamentarians and division data.

## Electorate Dashboard

Clients have welcomed the Electorate Dashboard—an interactive Power Business Intelligence product that allows them to access data by the electorate on several topics including housing, education, cultural diversity and First Nations data. It also gives clients the ability to see how their electorate ranks against other electorates on a wide range of topics including median age, Higher Education Loan Program debt, and government payments. This product will continuously develop with new data sets being added.

## Client service evaluation 2024

Each Parliament, we commission an independent evaluation of our services to measure our performance, and client satisfaction levels and to determine the direction of future information and service delivery. The evaluation for the 47th Parliament was completed in 2023–24. In-depth interviews were conducted with 74 staff from the offices of 52 parliamentarians. A total of 195 parliamentarians and their staff completed the survey (including surveys completed during interviews), the highest participation rate yet.

The Library is very pleased with the results of this year's evaluation. Overall satisfaction among parliamentarians and their staff remains high at 96%. The significant increase in the proportion of those extremely satisfied in 2017 was maintained. There were no dissatisfied responses with the overall satisfaction rating.

With all of our services well-used, the evaluation found that we are providing 'the services people need and want through a variety of channels and to a high standard'. Responsiveness, professionalism and high-quality research were all cited as reasons for satisfaction. Those indicating that the Library's performance had improved significantly increased by 18%, largely driven by the availability of online services, improved quality of research, and improved communication and outreach efforts.

There is also high regard for our staff, with clients strongly agreeing that our services are provided professionally and fairly. Clients described Library staff as polite, friendly, professional, knowledgeable, thoughtful, willing to assist, and positive. Appreciation was strong for the Library's outreach activities, and our desire to continue to foster strong professional relationships between clients and our staff. This will be an area of focus in 2024–25.

Trust in the Library as a source of information remained high at 98%. The Library scored well against all key performance measures for responding to requests, including:

- high quality (92%)
- balanced (95%)
- accurate (92%)
- timely (90%), and
- confidential (92%).

Our research services remained the most often used service with 92% of parliamentarians and their staff using them to some degree. Importantly, the research service remained accessible, being the second most popular resource (72%) for research, beaten only by Google (78%). The Library's legislative analysis function remained a very important element of service, with 75% of parliamentarians and their staff indicating that Bills Digests are quite, very, or extremely useful. Coupled with strong demand for online media services, including media monitoring, we continued to provide a diverse range of relevant services.

In 2023–24, the Library was unable to garner sufficient responses from committee staff for results to be statistically significant. Nevertheless, responses and interview feedback indicate that satisfaction with the Library remained high and stable, with no dissatisfied committee staff responses. An area of improvement in the coming year will be working with committee staff to explore and design products and services tailored to their needs.

The evaluation resulted in 11 recommendations relating to improvements to:

- online systems, communications and outreach
- request management and quality assurance
- faster legislative analysis, and
- better understanding the needs of committee staff.

While the Library implemented a number of improvements this reporting year to address these areas, more improvements will be implemented in 2024–25.

## **Legislative support**

Bills Digests provide an independent analysis of legislation before the Parliament. They remain the most heavily used of the Library's publications and the ones consistently given the highest priority by clients.

In 2023–24, the Library published 83 Bills Digests (compared to 91 in 2022–23, 63 in 2021–22 and 77 in 2020–21). Timeliness of delivery is critical to their usefulness for our clients and was an area of significant improvement for the Library. Of the 174 Bills Digests published in the 47th Parliament (as at 30 June 2024), 170 (97%) were published before the first chamber debate, compared to only 68% in the 46th Parliament.

## **Training and staff capability**

The Library invested in staff through a mentoring program, provision of internal specific on-the-job training and access to national conferences. Library staff also participated in meetings of the Australasian Parliamentary Library Association and its subgroups, and the Parliamentary Professional Services Network.

The mentoring program is a joint initiative of the Library, House of Representatives and the Senate. The program supports and develops staff by pairing them with an experienced mentor from another department. It is designed to help people recognise their abilities and limitations, encouraging them to seize opportunities to fulfill their career potential. In 2023–24, 36 staff participated.

To provide effective client service, parliamentary officers need to have a broad understanding of the political and organisational environment in which they work. The Study of Parliament course is run four times a year. It provides a one-day seminar which covers:

- organisational structure of and function of Parliament House
- law-making process, and
- the working lives of staff employed under the *Members of Parliament (Staff) Act 1984*.

All new staff in the Library, chamber departments, and the Parliamentary Budget Office are encouraged to attend. In 2023–24 the Study of Parliament course had 68 participants.

Nine staff attended the Australian Library and Information Association national conference in Adelaide in May 2024. This was an opportunity to collaborate with professionals across the industry, and to study the latest developments in technology, service provision and preservation. Staff also visited with colleagues at the South Australian Parliament Research Library.

## The year ahead

At the time of writing, the 2024–25 Resource Agreement had not been finalised. However, we expect another busy year ahead with an election occurring within the reporting period. On top of our business-as-usual service delivery activities, we will focus on our strategic challenges. This includes our service model review and staff recruitment and development. It also includes the completion of Budget-funded capital programs to improve the functionality and accessibility of our digital products and services.

While there has been a necessary focus on our digital infrastructure, the Library will also be focus on physical infrastructure, specifically the Ground Floor Library space, which closed in December 2022. We will be working with our DPS colleagues to redevelop a contemporary library space for clients.

It is a privilege and an honour to take up the role of Parliamentary Librarian following the successful term of Dr Heriot. Her leadership has allowed me to step into an organisation that is well-positioned to face the challenges and opportunities ahead.

My thanks to the Presiding Officers and the JSCPL for their warm welcome and continuing support for the Library's work. I also thank the Secretary of DPS and colleagues across DPS and the other parliamentary departments. Finally, I thank all Library staff for their work in support of the Parliament. I look forward to working with the staff to realise our strategic priorities and guide the Library through our next period of growth and development.

## THE LIBRARY ON A PAGE

### Role

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

### Clients

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

### Governance

- **Presiding Officers:** jointly vested with responsibility for the administration of DPS, including the Library.
- **JSCPL:** advises Residing 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 JSCPL.

### Structure

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

### Resource Agreement 2023–24

- operational funding: \$18.954 million
- capital funding: \$5.451 million, and
- average staffing level (ASL): 161.02 full-time equivalent (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, and
- lectures and seminars and training.

### The Library in numbers 2023–24

- 100% of parliamentarians used the Library's services
- 96% client satisfaction with services
- 8,924 individual client requests completed
- 180 research publications released, including 83 Bills Digests
- 9,139 new books and serial titles added to the catalogue
- 50.3% of titles available online in full text
- 171,360 items added to Library databases
- 1,055 attendees at lectures
- 127,614 hits to the Library's intranet webpages
- 4,116,550 hits to the Library's external webpages
- 61 electorate offices visited

## OVERVIEW

### Governance

The PS Act 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'. In the DPS Corporate Plan 2023–24, the Library's services fall under the strategic theme: 'respond to the changing needs of the Parliament'.

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

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

### The Joint Standing Committee on the Parliamentary Library

The JSCPL is appointed by each Parliament to:

- consider and report to the Presiding Officers on any matters relating to the Library referred to it by the President or the Speaker
- provide advice to the President and the Speaker on matters relating to the 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 Library.

The JSCPL for the 47th Parliament was established by motion by the House of Representatives and Senate on 26 July 2022 and 27 July 2022 respectively.

These senators and members served on the JSCPL in 2023–24 (Figure 25):

- Senator Slade Brockman (Joint Chair)
- Ms Anne Stanley MP (Joint Chair)
- Senator Catryna Bilyk
- Mr Cameron Caldwell MP (from 27 November 2023)
- Mr Russell Broadbent MP (until 27 November 2023)
- Ms Cassandra Fernando MP
- Senator Maria Kovacic
- Mr Rob Mitchell MP
- Senator Fatima Payman (from 18 March 2024)
- Mr Rowan Ramsey MP

- Senator Glenn Sterle
- Ms Kate Thwaites MP
- Ms Kylea Tink MP
- Senator Larissa Waters (from 13 November 2024)
- Senator Linda White (until 29 February 2024).

**FIGURE 25:** JSCPL as at 30 June 2024



The JSCPL (top left to bottom right): Senator Slade Brockman (Joint Chair); Ms Anne Stanley (Joint Chair); Senator Catryna Bilyk; Mr Cameron Caldwell; Ms Cassandra Fernando; Senator Maria Kovacic; Mr Rob Mitchell MP; Senator Fatima Payman; Mr Rowan Ramsey; Senator Glenn Sterle; Ms Kate Thwaites; Ms Kylea Tink; Senator Larissa Waters.

The JSCPL met privately on 27 July 2023, 13 November 2023, 18 March 2024 and 24 June 2024, and considered, inter alia:

- the 2023–24 Resource Agreement between the Secretary and Parliamentary Librarian
- the Client Evaluation for the 47th Parliament
- Library staffing
- the Strategic Review of the Parliamentary Library
- changes to the governance papers on responses to client requests and Library feedback, and
- the 2023–24 Library Business Plan.

On 29 February 2024, Senator Linda White sadly passed away after a short illness. Senator White was a valued and respected member of the JSCPL since 28 July 2022.

## Structure

The Library comprises the Parliamentary Librarian and the employees of DPS who assist (Figure 26). The Library's Executive is:

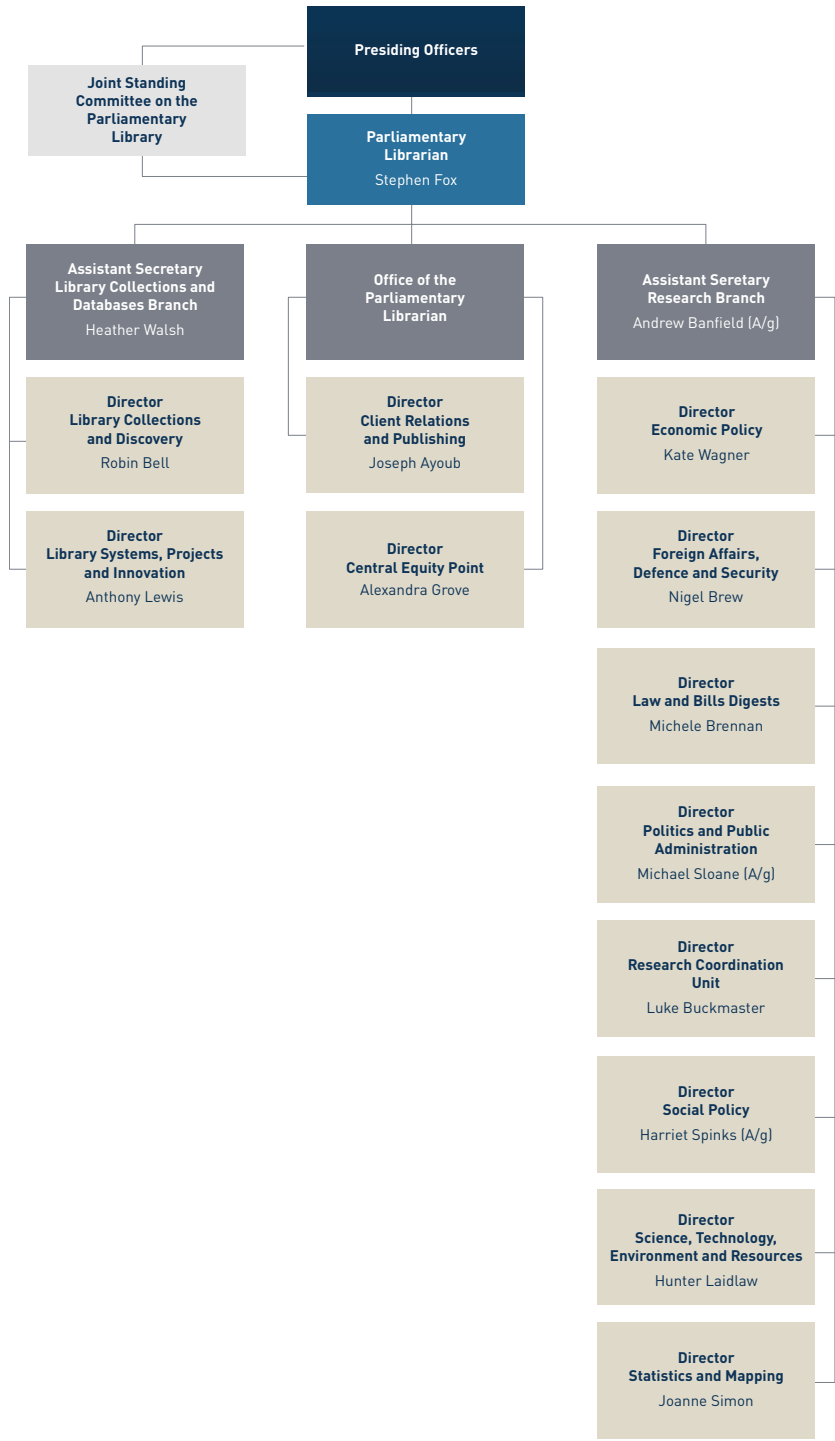
- Steven Fox, Parliamentary Librarian
- Andrew Banfield, Acting Assistant Secretary, Research Branch, and
- Heather Walsh, Assistant Secretary, Library Collections and Databases Branch.

The Library's structure covers the:

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

The Library's organisational chart is in Figure 26.

**FIGURE 26:** Parliamentary Library organisational structure as at 30 June 2024



## WORKFORCE

### Overview

At 30 June 2024, the Library had 168 staff (by headcount):

- Office of the Parliamentary Librarian—14 employees (13.09 FTE)
- Library Collections and Databases Branch—49 employees (45.57 FTE), and
- Research Branch—105 employees (92.01 FTE).

During the reporting period, the Library's workforce:

- increased in FTE (from 144.77 at 30 June 2023 to 150.67 at 30 June 2024), 11.8 (8%) of whom were non-ongoing, and
- had a median age of 46 years (up from 44.5 years in 2022–23).

### Age profile

At 30 June 2024, 25% of the Library's ongoing employees were aged 55 years and over. Another 29% will move into that age cohort within the next 10 years. The age profile of the Library's ongoing employees remains older than that of the APS. The proportion of ongoing employees aged 55 years and over (25%) is higher than that of the APS (19%).<sup>1</sup>

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 decreased from 71% in 2009<sup>2</sup> to 57% in 2024.

### Classification

Given the nature of much of the work undertaken in the Library, the classification profile remains concentrated at PEL 1, with 42% of ongoing employees being at that level (most in the Research Branch). In contrast, only 22% of ongoing APS employees are at the equivalent EL 1.<sup>3</sup>

The proportion of employees at middle management (PEL 2) is 7.5%, lower than the APS average of 9.7% of ongoing employees.<sup>4</sup>

Another measure of the classification profile is the span of control. At June 2024, the Library had 14 staff of all employees at lower classifications for each PEL 2. This aligns with the guidance on Optimal Management Structures Guidance 2023 issued by the APSC.

<sup>1</sup> APSC, APS Statistical Bulletin December 2023, Table 24.

<sup>2</sup> DPS annual report and financial statements 2008–09, p. 41.

<sup>3</sup> APSC, op cit., Table 24.

<sup>4</sup> ibid., Table 24.

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## Employment status

The Library's non-ongoing workforce at 30 June 2024 accounted for 13.1% of all employees, 4.5 percentage points higher than at 30 June 2023. This reflects the impact of increased funding and recruitment for project-specific work.

## Recruitment

In 2023–24, 33 new employees were recruited—16 ongoing and the remainder engaged on a fixed-term or sessional basis:

- Research Branch recruited 23 new employees (13 ongoing and 10 non-ongoing)
- Library Collections and Databases Branch recruited 6 new employees (two ongoing and four non-ongoing), and
- The office of the Parliamentary Librarian recruited 4 new employees (one ongoing and three non-ongoing).

## PERFORMANCE REPORT

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

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

Staff from the office of the Parliamentary Librarian contribute to the work of both subprograms.

The Performance Report focuses on analysis of the Library's achievement against service standards set out in the 2023–24 Library Business Plan. Performance is assessed using indicators that cover quality and quantity. Indicators, performance results and relevant comments are shown against each Library program.

### Methodology

Key priorities and key performance indicators (KPIs) for the Library are approved each year by the Presiding Officers as part of the Library's annual resource agreement.

The KPIs in each resource agreement set out the outcomes and key deliverables for that year and measure:

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

The Library uses the RefTracker Information Request Management System and newly created CRM 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 are derived primarily from a formal evaluation of the Library's services conducted once every Parliament, the most recent undertaken in 2023–24. Data on the number of publications produced are obtained from the Parliament House website and ParlInfo Search.

Data relating to visits to the Library client portal (intranet) and webpages (publication statistics) are captured by Google analytics. The Library also uses Google to analyse statistics on the use of collection items. The CRM is used to report on attendance at Library training. A manual count is used to report on attendance at 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 are formulated from Integrated Library System reports, other management data and vendor-provided usage statistics.

## Crosscutting performance measures

**TABLE 50:** Service usage and client satisfaction measures

| Deliverable                                                  | Measure                                                                                    | Performance      |                  |                  |                        |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------|------------------|------------------|------------------------|
|                                                              |                                                                                            | 2020–21          | 2021–22          | 2022–23          | 2023–24                |
| <b>KPI 1: Client satisfaction and timeliness of services</b> | High level of client satisfaction<br><b>Target:</b> 90%                                    | 94% <sup>1</sup> | 94% <sup>2</sup> | 94% <sup>3</sup> | <b>96%<sup>4</sup></b> |
|                                                              | Number of complaints from clients remains low                                              | 1                | 0                | 3                | <b>0</b>               |
|                                                              | Maintain the number of orientations scheduled<br><b>Target:</b> 100                        | New Measure      | 63               | 166              | <b>217</b>             |
|                                                              | Maintain the number of clients trained outside of an election<br><b>Target:</b> 300        | 198              | 351              | 772              | <b>826</b>             |
|                                                              | Visit electorate offices in person or online<br><b>Target:</b> 60                          | 13               | 19               | 60               | <b>61</b>              |
| <b>KPI 2: Client services are accessible and relevant</b>    | Percentage of primary clients using the services<br><b>Target:</b> 100%                    | 100%             | 100%             | 100%             | <b>100%</b>            |
|                                                              | Percentage of repeat/high use primary clients<br><b>Target:</b> (20 or more requests): 50% | New measure      | New measure      | New measure      | <b>50.6%</b>           |

| Deliverable                                                                                                                                                    | Measure                                                                     | Performance |             |           |                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------|-------------|-----------|------------------|
|                                                                                                                                                                |                                                                             | 2020–21     | 2021–22     | 2022–23   | 2023–24          |
| <b>KPI 4: Library resources are easily accessible and discoverable</b>                                                                                         | Number of hits to the Library’s intranet webpages<br><b>Target:</b> 100,000 | New Measure | New Measure | 138,279   | <b>127,614</b>   |
| <b>KPI 5: Identify and participate on opportunities to support Parliament’s engagement with the community and with parliamentary strengthening initiatives</b> | Number of hits to the Library’s webpages<br><b>Target:</b> 3,000,000        | New Measure | New Measure | 5,115,801 | <b>4,116,550</b> |

- 1 As measured in Uncommon Knowledge, Australian Parliamentary Library: *Client Service Evaluation 2021*.
- 2 *ibid.*
- 3 *ibid.*
- 4 As measured in Uncommon Knowledge, Australian Parliamentary Library: *Client Service Evaluation 2024*.

In 2023–24, all of the Library’s primary clients (parliamentarians and their staff, including ministers) used the Library’s services at least once, with half of clients making 20 or more requests.

As noted, a formal evaluation of the Library’s services is commissioned each Parliament. The most recent evaluation, for the 47th Parliament, was completed in 2023–24. It found that, overall, the Library is performing very well and is highly valued, receiving high ratings in satisfaction and willingness to recommend its services. With all services found to be well used, the Library is providing the services people need and want through various channels and to a high quality. Satisfaction among senators, members and their staff remained high (96%) and consistent with previous years. Client feedback throughout the year also indicated high levels of satisfaction with our services.

The Library received no complaints in 2023–24.

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## Client outreach and training

The Library delivered a strong outreach and training program in 2023–24, reaching 826 clients, through sessions including 15-minute overviews, library tours, tailored training in Library and non-Library products and services, and committee staff training. A focus was on engaging and supporting electorate officers. Library staff met with 241 clients in 61 electorate offices (in person and online) across NSW, Victoria and Queensland.

The Client Service Evaluation 2024 indicated that satisfaction with the Library's outreach activities remained high at 86%, driven by the appreciation of relationships formed, and the value of the information and training delivered. The Library also fostered professional relationships between Library directors and committee secretaries.

## Research services

Research services contributing to this program are:

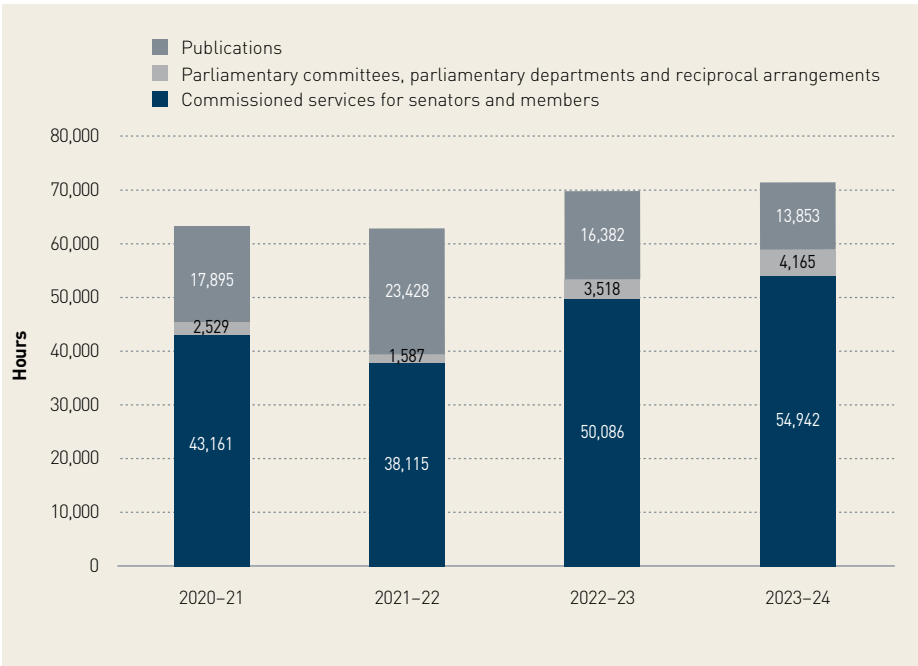
- **Commissioned information, research and advisory services:** These are tailored and confidential responses prepared following requests from individual parliamentarians, their staff and other parliamentary clients, and
- **General distribution publications (publications):** These are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include the *Parliamentary Handbook*, *Briefing Book*, Budget Review, Bills Digests, research papers, quick guides and FlagPost blog posts. Publications are available to clients and the public through the internet.

Deliverables for research services are summarised in Table 50. The distribution of client service hours by service type for 2023–24 is in Figure 27.

TABLE 51: Research services – deliverables from 2020–21 to 2023–24

| Deliverable                                                  | Measure                                                                                                    | Performance |             |             |               |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------------|
|                                                              |                                                                                                            | 2020–21     | 2021–22     | 2022–23     | 2023–24       |
| <b>KPI 1: Client satisfaction and timeliness of services</b> | Percentage of Bills Digests published in time for debate in the first chamber<br><b>Target:</b> 90%        | New measure | New measure | New measure | <b>96.38</b>  |
|                                                              | Percentage of Delegated Instruments Updates published<br><b>Target:</b> 90% of Parliamentary sitting weeks | New measure | New measure | New measure | <b>NIL</b>    |
|                                                              | Number of individual client requests completed<br><b>Target:</b> 10,000                                    | 9,041       | 7,227       | 8,806       | <b>8,924</b>  |
|                                                              | Release of a program of publications<br><b>Target:</b> 260                                                 | 295         | 302         | 369         | <b>180</b>    |
|                                                              | Percentage of relevant non-sitting weeks with a Library webinar/lecture<br><b>Target:</b> 80%              | New measure | New measure | New measure | <b>82%</b>    |
|                                                              | Percentage of research services completed within an agreed timeframe<br><b>Target:</b> 95%                 | 99.82%      | 99.93%      | 99.87%      | <b>98.66%</b> |
|                                                              | Number of clients attending webinars or lectures<br><b>Target:</b> 500                                     | 604         | 724         | 935         | <b>1,055</b>  |

**FIGURE 27:** Distribution of client service hours by service type



### Client requests

The most recent evaluation of the Library’s services found that research services remained the most often used with 92% of parliamentarians and their staff using the service.

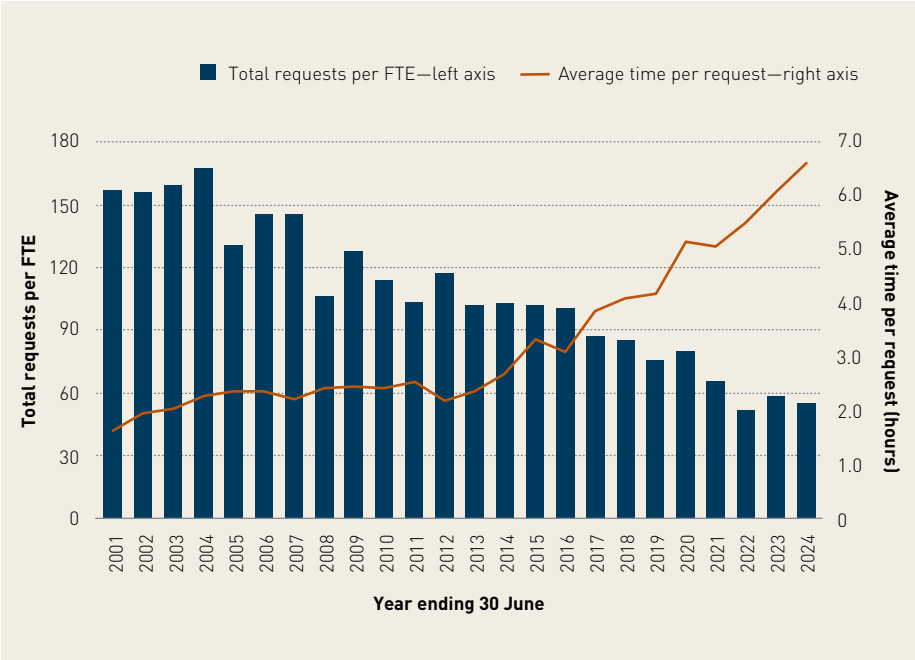
The Library answered 8,924 individual client requests in 2023–24, a 13.4% increase on the previous reporting year.

The Library met its timeliness target for commissioned research, with over 98.66% of client requests answered within the agreed timeframe (target: 95%).

The reporting period saw the continuation of the trend towards increasingly complex client requests. The average time spent per FTE per individual request in 2023–24 was 6.64 hours, an increase from 6.1 in 2022–23 and 5.5 hours in 2021–22.

As shown in Figure 28, client demand is often cyclical and follows the parliamentary cycle with a higher number in the first year of a new Parliament as the Library supports both parliamentarians settling into new roles, and often the development of new policies.

FIGURE 28: Client requests – relative indicators, 2000–01 to 2023–04



Publications

The Library’s principal means of providing high-quality information, analysis and advice to parliamentarians for individual clients is in-confidence client advice. However, the Library also produces publications for broader distribution in areas of strong client interest or where such demand is anticipated. In the context of prioritising research work, Bills Digests and client requests receive the highest priority, with other publications worked on as time permits.

The Client Service Evaluation 2024 found that publications are valued by parliamentarians and their staff (81% using them to some extent, an 11% decrease since the previous evaluation). In 2023–24 the Library issued 180 new or revised research publications, although overall hours spent on publications decreased when compared to the previous reporting period (13,853 compared to 16,382 in 2022–23). This reflects the increased number of client requests completed.

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## Library online lectures and webinars

The Library maintained an active program of online lectures and webinars, providing clients with the opportunity to engage with experts on many topics. Twenty lectures and webinars were held during the reporting period which attracted 1,055 attendees – a 12.83% increase on the previous reporting period.

- *Emerging battery technologies and Australian capability*, Professor Thomas Maschmeyer and Professor Maria Forsyth
- *The art of writing political biographies*, Professor Chris Wallace, Dr Stephen Wilks, Associate Professor Alison Alder and Dr Eleanor Robin, OAM
- *Governance of What? Regulation of AI, algorithms and automation*, Professor Lyria Bennett Moses
- *Opportunities and challenges for Australia in emerging neuro-technologies in health*, Professor Susan Dodds, Fellow of the Australian Academy of the Humanities FAHA
- *Afghanistan update*, Emeritus Professor William Maley
- *The politics of love*, Philip McKibbin
- *The implications of climate change for Australian agriculture*, Distinguished Professor Stewart Lockie and Brajesh Singh
- *Developing Australia's critical technologies*, Emeritus Professor Hugh Bradlow, Fellow of the Australian Academy of Technology and Engineering
- *The art and science of resilience*, Dennis Hoiberg
- *Joseph Cook—The Eternal Outsider*, David Headon
- *Geoengineering—Climate Technologies*, Rosemary Rayfuse
- *Using Artificial Intelligence in parliaments*, Dr. Fotis Fitsilis
- *Technology and the law—managing intellectual property and copyright in a world of AI*, Professor Kimberlee Weatherall
- *Positive duty—Supporting safe, inclusive and respectful workplaces*, Australian Human Rights Commission
- *Building Australia's mega-engineering—how do we stack up globally?*, Professor Jennifer Whyte and Professor Brian Uy
- *Health—how to focus on the sustainability of Australia's health care system?*, Professor Jeffrey Braithwaite
- *Children's mental health—the policy pragmatism needed to address inequity within a generation*, Professor Sharon Goldfeld
- *Protecting migrant workers—comparing international approaches to enforcement*, Associate Professor Anna Boucher
- *2024–25 Budget challenges*, A. Abigail Payne
- *Social safety nets in OECD countries—how does Australia compare over three decades of change?*, Professor Peter Whiteford

Most lectures and webinars were scheduled on non-sitting days when parliamentarians and their staff had greater availability.

The Library exceeded its goal of having a webinar or lecture on relevant non-sitting weeks in 2023–24, with an event happening on 82% of those weeks.

## **Bills Digests and Disallowable Instruments Updates**

Bills Digests provide an independent analysis of legislation before the Parliament. They remain the most heavily used of the Library's publications and the ones consistently given the highest priority by clients. 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.

In 2023–24, the Library published 83 Bills Digests (compared to 91 in 2022–23, 63 in 2021–22 and 77 in 2020–21).

All were for Australian Government Bills. Of the Bills for which Digests were not published, five were passed within one day of introduction, one within two working days and another within six working days.

In response to client demand, the Library has made significant changes to the Bills Digests service to ensure that, wherever possible, digests will be published in time for the second reading debate in the chamber in which the bill was introduced. Changes have included the adoption of a new format optimised for use on digital devices, as well as a shorter more tightly focused analysis of key issues and provisions, combined with new procedures and staff training. Consequent improvements were significant. Of the 174 Bills Digests published in the 47th Parliament (at 30 June 2024), 170 (97%) were published before the first chamber debate, compared to only 68% in the 46th Parliament. For 2023–24, 96.38% (80 of the 83) digests were published in time for the second reading debate, against a target of 90%.

The Library does not have access to Bills ahead of their introduction into Parliament or knowledge of the timetable for their debate (which limits flexibility in assigning resources). However, once introduced, Bills are assigned to researchers who begin work within hours. When Bills Digests are not yet available, the Library assists by:

- publishing interim Digests containing available information as quickly as possible
- providing contact details of relevant specialists to enable parliamentarians or their staff to discuss the Bill (including in group or individual briefing sessions), and
- providing draft Bills Digests (on request and when available).

---

The Library initiated a new publication in 2022–23 on delegated legislation, the *Disallowable Instruments Update*. This is issued shortly after each sitting fortnight to help senators and members keep abreast of instruments tabled in the chambers. Each provides a brief explanation of what the updates do, and information about tabling dates, committee comments, regulation impact statements, start dates and other resources. Work is underway to refine and automate the process. The Library will collect summary information about Disallowable Instruments for review by Library staff before being published to the Parliament House website.

## **Library collections and databases**

The services contributing to the Library collections and databases program include:

- development of the collection to meet users' needs and provision of access through the catalogue, discovery database, and ParlInfo Search
- online full-text content such as news clippings and press releases
- media services, including desktop access to TV and radio news, and current affairs programs broadcast in Canberra, provided to parliamentarians for their 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.

To the extent practicable, usage rates of all these services are monitored so they remain relevant and are of practical assistance to parliamentarians and their staff.

As can be seen in Table 52: Information access services—deliverables, all KPIs were achieved by the Library Collections and Databases Branch in 2023–24.

TABLE 52: Information access services—deliverables, 2020–21 to 2023–24

| Deliverable                                                  | Measure                                                                                                      | Performance        |             |         |                |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------|-------------|---------|----------------|
|                                                              |                                                                                                              | 2020–21            | 2021–22     | 2022–23 | 2023–24        |
| <b>KPI 1: client satisfaction and timeliness of services</b> | Percentage of urgent books and serials catalogued within the service standards<br><b>Target:</b> 100%        | 100%               | 100%        | 100%    | <b>100%</b>    |
|                                                              | Percentage of EMMS meeting timeliness standard<br><b>Target:</b> 95%                                         | 99.75              | 99.73       | 98.34%  | <b>98.67%</b>  |
|                                                              | ParlInfo Search newspaper clippings entered into databases meeting timeliness standard<br><b>Target:</b> 95% | 92.98 <sup>1</sup> | 98.96       | 98.02%  | <b>98.64%</b>  |
|                                                              | Number of items added to Library databases<br><b>Target:</b> 150,000                                         | 192,287            | 192,269     | 177,004 | <b>171,360</b> |
| <b>KPI 2: Client services are accessible and relevant</b>    | Number of loans from Library collections<br><b>Target:</b> 7,500                                             | New measure        | New measure | 8,529   | <b>11,495</b>  |
|                                                              | Number of hits to Library search and discovery interfaces<br><b>Target:</b> 350,000                          | New measure        | New measure | 406,078 | <b>636,562</b> |
|                                                              | Number of primary clients using the Library's news/media monitoring services<br><b>Target:</b> 90%           | New measure        | New measure | 99%     | <b>100%</b>    |

| Deliverable                                                           | Measure                                                                                                   | Performance |             |             |         |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------|
|                                                                       |                                                                                                           | 2020–21     | 2021–22     | 2022–23     | 2023–24 |
| <b>KPI4: Library resources are easily accessible and discoverable</b> | Number of new titles (books and serials) added to the library's collection<br><b>Target: 4,000</b>        | 7,395       | 7,071       | 9,304       | 9,139   |
|                                                                       | Percentage of titles in Library collection available to clients online in full text<br><b>Target: 50%</b> | 48.8%       | 49.8%       | 50.1%       | 50.3%   |
|                                                                       | Hansard Optical Character Recognition (OCR) errors corrected – sitting days<br><b>Target: 3,500</b>       | New measure | New measure | 1,247       | 8,809   |
|                                                                       | Hansard OCR errors corrected – spelling errors<br><b>Target: 200,000</b>                                  | New measure | New measure | 123,552     | 235,055 |
|                                                                       | Hansard speech metadata corrected – sitting days<br><b>Target: 3,500</b>                                  | New measure | New measure | New measure | 7,514   |
|                                                                       | Hansard Questions Without Notice (QWON) fragmentation corrected – sitting days<br><b>Target: 3,500</b>    | New measure | New measure | New measure | 3,936   |

1 This result reflects a multi-day outage of the supplier of the Library's news clippings service in October and November 2020.

### *Material added to the Library's collections*

The Library continues to pursue a digital-first policy for its acquisitions. A little over 90% of titles in the serials collection and 37% of monograph titles are available in full text online. Most of the Library's collections budget is spent on electronic resources. This includes:

- continuing academic and legal journal databases
- news and media monitoring services
- specialist trade and industry information services, and
- eBooks in a range of formats.

While the Library catalogued 9,139 items to add to the collection in 2023–24, access to new material grows each year in the subscribed content sources available through discovery interfaces.

### *Material added to the Library's databases*

In 2023–24, the Library added 171,360 items to its media and other databases in ParlInfo Search, exceeding its target of 150,000 items. This included newspaper clippings, press releases, broadcast media, journal articles, party policy documents, Bills Digests, and other library publications.

The Library makes its newspaper clippings accessible to clients in ParlInfo Search. It produces parliamentarians' news clips of the day, by 7:30 am every morning, seven days a week. This work contributes to the largest and most used of the Library's ParlInfo Search datasets. In 2023–24, the Library selected an average of 14,280 items a month for the newspaper clippings database. This figure shows an increase on previous years' figures (an average of 10,151 a month in 2022–23, 11,089 a month in 2021–22 and 10,920 a month in 2020–21).

### *Digitisation and digital preservation*

The Library has significantly improved its historical collections, enhancing access to key resources for parliamentarians and researchers. Through innovative solutions and careful manual work, the Library has increased the accuracy and accessibility of these valuable materials. These initiatives preserve crucial aspects of Australia's political history and provide efficient digital access, supporting in-depth research and informed decision making in Parliament.

Projects undertaken in 2023–24 include:

- Historic Hansard remediation
- information files quality assurance
- historic transcripts from current affairs TV
- radio programs digitisation
- news and current affairs broadcasts digitisation.

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## Historic Hansard

In 2024, the Historic Hansard remediation project made significant strides in enhancing this crucial resource. Through a combination of automated solutions and manual efforts:

- over 200,000 spelling corrections were implemented
- fragmentation of Questions and Answers was rectified across 3,936 days of Hansard
- metadata for 334,066 speakers was standardised.

These improvements have greatly increased the accuracy, discoverability, and usability of Historic Hansard. Users now benefit from more reliable transcripts, easier navigation and improved search capabilities. Standardised metadata also prepares the collection for future integration with advanced research tools, opening new avenues for in-depth historical and political analysis. These enhancements significantly boost the value of Historic Hansard as a resource for parliamentarians, researchers and the public.

## Information files

The Library has significantly enhanced access to vital information through its extensive digitisation program. This reporting year marked the completion of the information files collection digitisation, a milestone in meeting client expectations for readily available online content. Over six million items, including newspaper clippings, press releases and journal articles dating back to the 1950s, are now accessible through ParlInfo's press releases and newspaper clippings facet.

This digital transformation offers parliamentarians and researchers unprecedented ease of access to a wealth of historic and current affairs information. Users can now efficiently search and retrieve decades of curated content, gaining valuable insights into past policy discussions, public opinion trends, and official party and government responses. This streamlined access saves time and enriches research capabilities, enabling more informed decision making and policy development. The rigorous quality assurance process ensures the authenticity and reliability of each digitised item, providing users with a trustworthy resource for their work.

## Historic transcripts from current affairs TV and radio programs

In 2023–24, the Library completed the quality assurance of 22,687 current affairs transcripts from 1983 to 1994, totalling 116,708 pages. These transcripts, covering major political events of the era, were uploaded to Parlinfo. Where possible they were linked to corresponding audio-visual content. This process has significantly enhanced accessibility and usability for parliamentarians and researchers. It is a valuable resource for cross-referencing historical content and enriching an understanding of key political and social developments in Australian history.

## News and current affairs broadcasts digitisation

The EMMS Digitisation project, initiated in 2014, concluded this year, preserving a significant portion of the Library's audio-visual history.

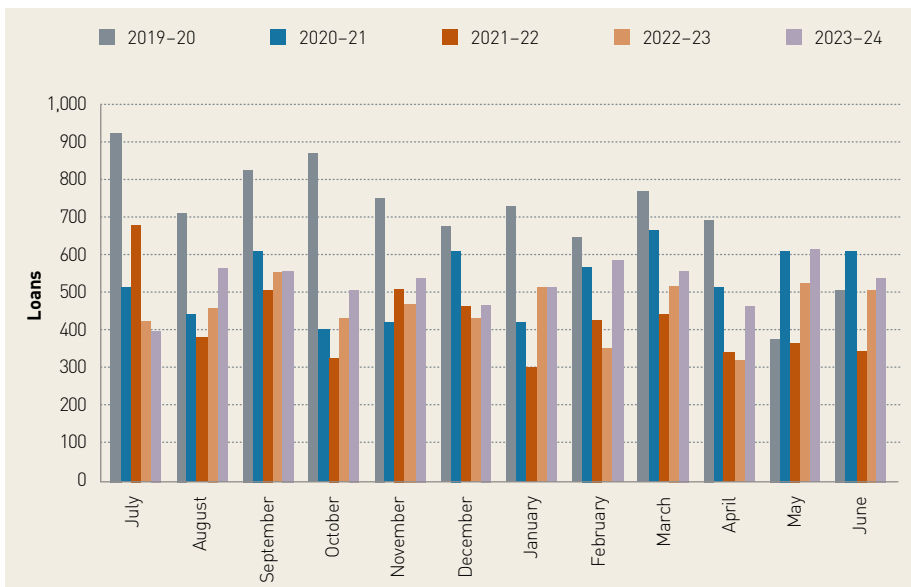
This effort involved converting, quality assuring and publishing selected programs from the Library's extensive collection of VHS tapes and audio cassettes. Completed in two phases, the project processed over 33,000 tapes and cassettes, encompassing content from 27 TV stations and 2,206 TV series. In total, more than 88,000 individual items from 1990 to 2004 were processed, with 36,440 essential items digitised in real time, equivalent to 4.2 years of continuous footage. This vast archive, now accessible through EMMS, provides parliamentarians with an invaluable digital resource of Australia's media history for research and reference.

## Use of the Library's collection and databases

A new measure for the use of the Library's collections and databases was introduced in 2023–24. The Library measures the searches of catalogue and discovery interfaces. The results in the first two years of comparable data show an increase in searches from 406,078 in 2022–23 to 636,562 searches in 2023–24.

Use of the print collection increased slightly with 6,310 loans during 2023–24 compared to 5,510 in 2022–23. While the temporary closure of the Senators and Members Reading Room caused some disruption to borrowing habits, usage increased during the reporting period. Figure 29 shows the use of the print collection.

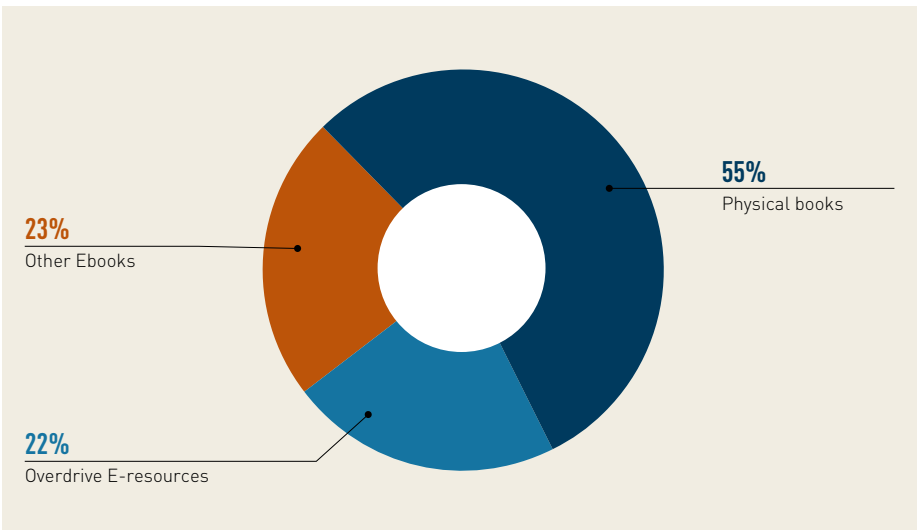
**FIGURE 29:** Use of the print collection, 2019–20 to 2023–24



This is the first full reporting year where audiobooks and ebooks have been offered through the Overdrive platform, along with the previously available electronic magazine offerings. A total of 2,580 items were loaned.

Other eBook usage increased overall with 2,605 loans in 2023–24 (compared to 2,006 in 2022–23 and 2,178 in 2021–22). This metric does not capture the use of digitised books. Overall, electronic items made up 45% of loans facilitated by the Library during the reporting period. Loans from the Library’s collection for the reporting year are in Figure 30.

**FIGURE 30:** Loans from the Library’s collection, 2023–24



## News services

The Library released its new EMMS in 2023–24. EMMS is the interface for parliamentarians to find all of their radio, TV news and current affairs mentions.

The Library met its timeliness service target for adding EMMS and newspaper clipping materials to the ParlInfo Search databases, achieving 98.67% and 98.64% respectively.

In 2023–24, the Library spent \$789,161 on news services. This included:

- the Isentia Mediportal
- various online news accounts
- newsletter distributions
- news clippings and press release files for the ParlInfo Search archive
- other news databases, and
- hard copy newspapers located in the Library.

At the end of 2023–24, all parliamentary offices had used at least one media monitoring or news service from the Library, while over 99% had more than one news account.

## SUMMARY OF FINANCIAL PERFORMANCE

### Parliamentary Library annual resource agreement

The PS Act requires that the Parliamentary Librarian and the Secretary of DPS make an annual agreement specifying the resources that will be provided to the Library. The agreement must be made between the Secretary and the Librarian and approved by the Presiding Officers in writing after receiving advice about its contents from the JSCPL.<sup>5</sup>

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

The Resource Agreement 2023–24 was signed by the Parliamentary Librarian and Secretary of DPS on 18 July 2023. The JSCPL considered it at its meeting on 27 July 2023 and resolved that the joint chairs write to the Presiding Officers recommending its approval. The agreement was approved by the Presiding Officers on 6 September 2023.

### Financial performance

Reflecting the additional resources appropriated in the October 2022 Budget, the Resource Agreement 2023–24 provided funding of \$24.4 million, comprising:

- an operating budget of \$18.95 million
- a capital budget (used for the Library collection and minor capital projects) of \$5.451 million, and
- an average staffing level of 161.02 FTE.

Actual expenditure was \$19.01 million in operational funding and \$5 million in capital funding. Actual FTE was 150.57 at 30 June 2024.

Employee costs accounted for most of the Library's budget. The remaining funds were largely spent on the collection.

Expenditure on the Library collection (supplier costs) in 2023–24 was:

- information resources (including database and news services subscriptions)—\$2.227 million (operational funding)
- media monitoring services—\$0.274 million (operational funding)
- reference serials and monographs—\$0.372 million (capital funding), and
- press clips and press releases—\$0.152 million (capital funding).

The October 2022 Budget provided \$10.8 million over four years from 2022–23 (and \$2 million per year ongoing) to increase the capacity of the Library to support parliamentarians with advice and research. This included \$2.749 million (2022–23 and 2023–24) in capital funding to enhance the Library's digital service delivery. Specific initiatives, including My Library Advice and the CRM system, are discussed in the Parliamentary Librarian's Review section.

<sup>5</sup> *Parliamentary Service Act 1999*, section 38G.

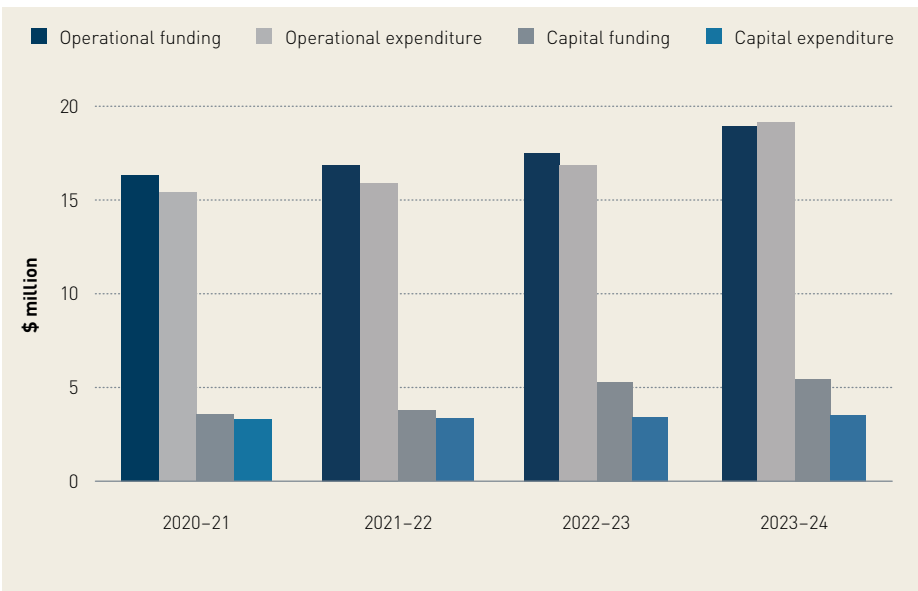
Additional operational funding was used to recruit additional staff, fill vacant positions, and increase client outreach.

Thirty-three new appointments were made between 1 July 2023 and 30 June 2024. Of these, 16 were ongoing and the rest were on a fixed-term or sessional basis.

Challenges in filling non-ongoing positions for digitisation projects contributed to the significant underspend in capital expenditure. In the current labour market it is challenging to attract staff for short-term contracts for library projects.

Figure 31 breaks down budget and expenditure for 2020–21 to 2023–24.

**FIGURE 31:** Parliamentary Library budget and expenditure 2020–21 to 2023–24



The Library collection is formally revalued every three years by an independent professionally qualified valuer, using the fair value principle. As at 20 April 2021, the fair value worth of the collection was \$6.422 million. This does not include the value of the Library’s digital collection. At the time of writing the value of this collection had not been finalised from the most recent valuation.

## FINANCIAL REPORT

**TABLE 53:** Budget and actual expenditure (Resource Agreement 2023–24)

|                     | 2023–24           | 2023–24           |
|---------------------|-------------------|-------------------|
|                     | Budget (\$)       | Actual (\$)       |
| Operational funding | 18,954,188        | 19,008,613        |
| Capital funding     | 5,451,366         | 5,003,313         |
| <b>Total</b>        | <b>24,405,554</b> | <b>24,011,926</b> |

**TABLE 54:** Other revenue (Resource Agreement 2023–24)

|                     | 2023–24     | 2023–24     |
|---------------------|-------------|-------------|
|                     | Budget (\$) | Actual (\$) |
| Inter-Library Loans | 7,200       | 12,491      |

**TABLE 55:** Expenditure against budget (Resource Agreement 2023–24)

| Expenditure                              | 2023–24           | 2023–24           |
|------------------------------------------|-------------------|-------------------|
|                                          | Budget (\$)       | Actual (\$)       |
| <b>Employee (including entitlements)</b> |                   |                   |
| Research Branch                          | 11,981,373        | 11,751,438        |
| Library Collections and Databases Branch | 2,674,651         | 2,671,591         |
| Office of the Parliamentary Librarian    | 1,472,355         | 1,653,062         |
| <b>Total Employee</b>                    | <b>16,128,379</b> | <b>16,076,091</b> |
| Collection (information resources)       | 2,049,055         | 2,085,423         |
| Other supplier expenses                  | 783,954           | 859,027           |
| <b>Total</b>                             | <b>18,961,388</b> | <b>19,020,541</b> |

**TABLE 56:** Expenditure by organisational unit

| Operational + capital                    | 2023–24           | 2023–24           |
|------------------------------------------|-------------------|-------------------|
|                                          | Budget (\$)       | Actual (\$)       |
| Research Branch                          | 12,394,083        | 12,029,236        |
| Library Collections and Databases Branch | 10,275,126        | 9,494,458         |
| Parliamentary Librarian                  | 1,736,345         | 2,488,233         |
| <b>Total</b>                             | <b>24,405,554</b> | <b>24,011,927</b> |

**TABLE 57:** Capital expenditure (summary)

| Expenditure                     | 2023–24     | 2023–24     |
|---------------------------------|-------------|-------------|
|                                 | Budget (\$) | Actual (\$) |
| Departmental Capital Allocation | 5,451,366   | 5,003,313   |

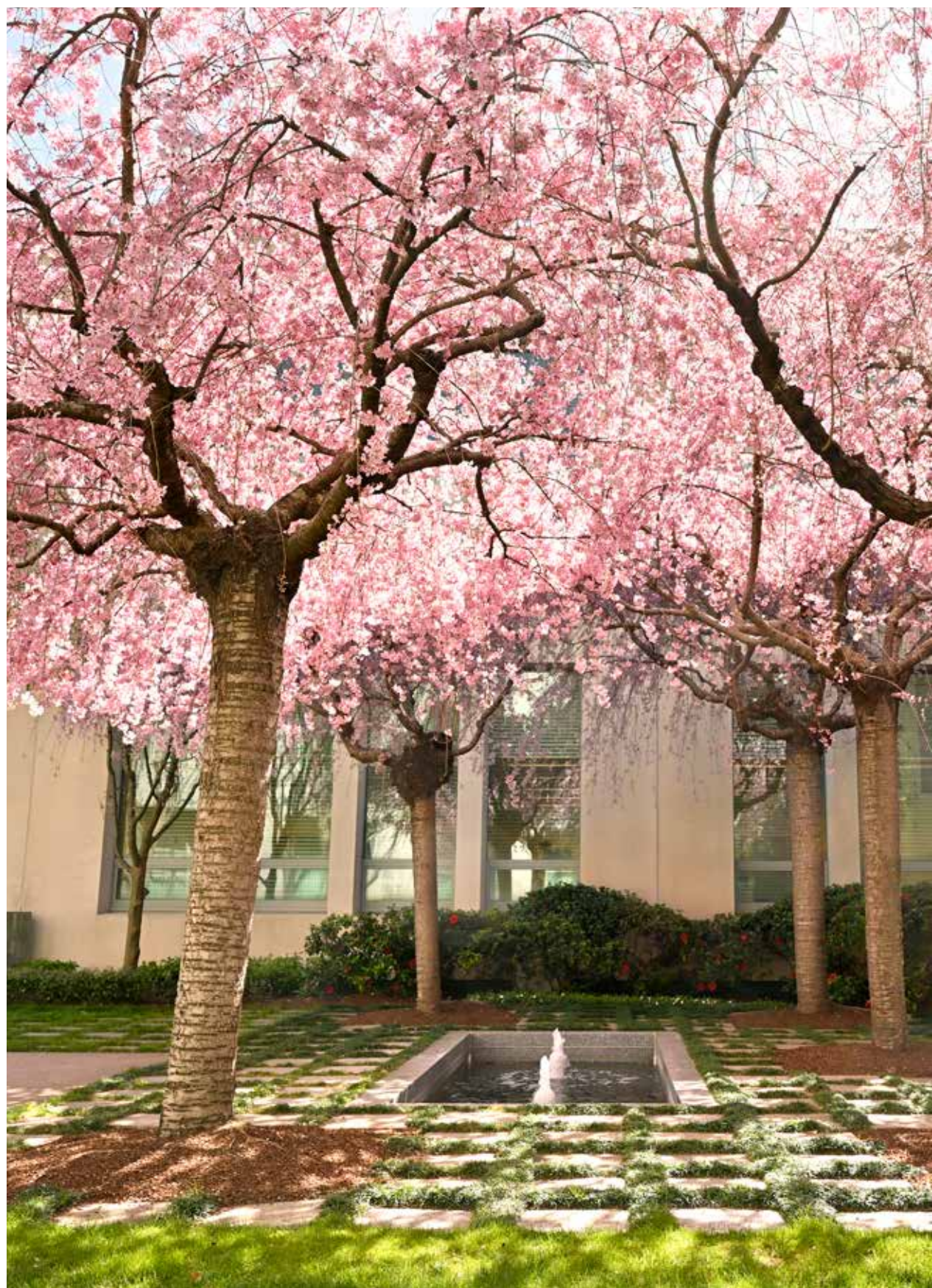
**TABLE 58:** Capital expenditure by project

| DPS Capital Budget allocation by project   | 2023–24          | 2023–24          |
|--------------------------------------------|------------------|------------------|
|                                            | Budget (\$)      | Actual (\$)      |
| Collection                                 | 365,000          | 375,676          |
| Acquisition management                     | 820,000          | 748,545          |
| Small Library systems                      | 45,000           | 14,989           |
| Digitisation projects capitalised salaries | 730,000          | 519,413          |
| Digitisation—vendor costs                  | --               |                  |
| Library databases news clips               | 155,000          | 308,384          |
| Library databases capitalised salaries     | 785,000          | 763,482          |
| EMMS databases capitalised salaries        | 340,000          | 325,500          |
| Wadsworth on the Web                       | 237,000          | 70,040           |
| <i>Parliamentary Handbook</i>              | 200,000          | 116,389          |
| User experience and publishing projects    | --               |                  |
| Integrated Library System project          | 375,000          | 26,017           |
| Social media archive pilot                 | 480,000          | 91,795           |
| Client advice repository                   | 388,322          | 73,996           |
| CRM system                                 | 430,854          | 853,323          |
| Enhanced digital service delivery          | 100,190          | 715,764          |
| <b>Total</b>                               | <b>5,451,366</b> | <b>5,003,313</b> |

## Financial outlook

At the time of writing, the 2024–25 Resource Agreement had not been finalised.







## REFERENCE MATERIAL

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# 9

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## ACRONYMS AND ABBREVIATIONS

AASB – Australian Accounting Standards Board

ACT – Australian Capital Territory

AIAP – Accessibility and Inclusion Action Plan 2024–27

AIP – Accessibility and Inclusion Plan 2020–23

ANAO – Australian National Audit Office

APH – Australian Parliament House (Parliament House)

APS – Australian Public Service

APSC – Australian Public Service Commission

ARC – Audit and Risk Committee

Auspic – Australian Government Photographic Service

CCSF – Commonwealth Child Safe Framework

CAE – Chief Audit Executive

CEO – Chief Executive Officer

CFO – Chief Financial Officer

CIO – Chief Information Officer

COO – Chief Operating Officer

CPA – Certified Practising Accountant

CPRs – Commonwealth Procurement Rules

CRM – Client Relationship Management

CRO – Chief Risk Officer

CSO – Chief Security Officer

DPS – Department of Parliamentary Services

EAP – Employee Assistance Program

EL – Executive Level

EMMS – Electronic Media Monitoring Services

EA – enterprise agreement

FTE – full-time equivalent

GST – goods and services tax

IAP – Indigenous Apprenticeship Program

ICT – information and communication technology

ISD – Information Services Division

IT – information technology

IWP – individual work plan

JSCPL – Joint Standing Committee on the Parliamentary Library

KPI – key performance indicators

LGBTQIA+ – Lesbian, Gay, Bi-sexual, Trans and gender diverse, Intersex, Queer, Asexual and questioning

MP – Member of Parliament

NITES – National Indigenous Training Employment Solutions

NT – Northern Territory

NSW – New South Wales

OCR – optical character recognition

PEL – Parliamentary Executive Level

PGPA Act – *Public Governance, Performance and Accountability Act 2013*

PGPA Rule – Public Governance, Performance and Accountability Rule 2014

PID Act – *Public Interest Disclosure Act 2013*

PS Act – *Parliamentary Services Act 1999*

PWSS – Parliamentary Workplace Support Service

Qld – Queensland

RAP – Reconciliation Action Plan

SA – South Australia

SES – Senior Executive Service

SME – small and medium enterprise

Tas – Tasmania

The Library – The Parliamentary Library

Vic – Victoria

WA – Western Australia

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 <i>Public Governance, Performance and Accountability Act 2013</i> ) is the secretary of the department responsible for and control over the entity's operations.                                                                    |
| Activities                    | Actions and functions performed by agencies to deliver government policies.                                                                                                                                                                                                                                         |
| Administered items            | Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth of Australia. Agencies do not control administered items. In many cases, administered expenses fund the delivery of third-party outputs.                                                                                |
| Appropriation                 | An amount of public money Parliament authorises for spending with funds to be withdrawn from the Consolidated Revenue Fund. Parliament makes laws for appropriating money under annual appropriation acts and special appropriations, with spending restricted to the purposes specified in the appropriation acts. |
| Agency                        | Department of State, Department of Parliament and prescribed agency under the <i>Public Governance, Performance and Accountability Act 2013</i> .                                                                                                                                                                   |
| Annual performance statements | A document prepared by entities to report to what extent they have fulfilled their purposes as articulated at the beginning of a reporting year in their corporate plan and portfolio budget statements.                                                                                                            |
| Art Advisory Committee        | This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collections.                                                                                                                                                                                                            |
| Auspice                       | 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. It includes expenditure and revenue estimates for the current financial year, the budget year and the three forward financial years.                                                                                       |

| Term                              | Description                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Building fabric                   | The basic elements making up a building (structure without finishing or decoration).                                                                                                                                                                                                                                                                                   |
| Commonwealth Child Safe Framework | A framework providing minimum standards for Commonwealth entities to protect children. It encompasses policies, compliance activities and strategies to embed a child-safe culture.                                                                                                                                                                                    |
| Commonwealth Procurement Rules    | The core procurement policy framework that articulates the Australian Government's expectations for all agencies subject to the <i>Public Governance, Performance and Accountability Act 2013</i> . Used by agency officials when performing duties relating to procurement. Published by the Department of Finance.                                                   |
| Corporate governance              | The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control. These processes are issued by the Department of Finance.                                                                                                                                 |
| Corporate plan                    | A planning document for entities to set out their purpose(s), what they will do to achieve the purpose(s) and how they will know they have achieved the purpose(s).                                                                                                                                                                                                    |
| Departmental item                 | Resources (assets, liabilities, revenues and expenses) that agency accountable authorities control directly. This includes outsourced activities funded and controlled by the agency. Examples of departmental items include agency running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program. |
| Enterprise agreement              | An agreement between DPS and its employees about terms and conditions of employment.                                                                                                                                                                                                                                                                                   |
| Financial results                 | The results shown in the financial statements of an agency.                                                                                                                                                                                                                                                                                                            |
| Hansard                           | Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.                                                                                                                 |

| Term                                      | Description                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Historic Memorials Collection             | This collection was founded by Prime Minister the Right Hon Andrew Fisher in 1911. It is Australia's longest-running official portraits commissioning collection. The collection is guided by the bi-partisan Historic Memorials Committee, chaired by the Prime Minister of the day                                                                                      |
| Jenkins Review                            | <i>Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces</i> by Kate Jenkins. The review made recommendations to ensure that Commonwealth parliamentary workplaces are safe and respectful, and that the nation's Parliament reflects best practice in prevention and response to bullying, sexual harassment and sexual assault. |
| Key performance indicators (KPIs)         | Used to assess and monitor the department's performance and provide a record of progress towards supporting the department's objectives, how 'relevant money' was spent and whether planned achievements were on track.                                                                                                                                                   |
| Operations                                | Functions, services and processes performed in pursuing the objectives or discharging the functions of an agency.                                                                                                                                                                                                                                                         |
| Outcomes                                  | Intended results, impacts or consequences of actions by the Government on the Australian community. These are listed in agencies' Portfolio Budget Statements.                                                                                                                                                                                                            |
| Parliament House Art Collections          | Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, and the Constitutional Documents and the Archive).                                                                                                             |
| Parliamentary precincts                   | These 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) | The body was established to oversee the progress of the Parliamentary ICT Strategic Plan and to provide guidance to DPS on strategic objectives and outcomes.                                                                                                                                                                                                             |

| Term                                 | Description                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ParlInfo Search                      | An online tool that enables the searching and downloading of parliamentary information including transcripts, bills, Senate journals, votes and proceedings, notice papers, committee reports, the <i>Parliamentary Handbook</i> , newspaper clippings, media material and publications.                                           |
| ParlView                             | An online broadcast service that 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 TV and digital radio service.                                                                                                                                                                                                                                                                            |
| Performance information              | Evidence about performance that is collected and used systematically. It 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. |
| Parliamentary Service Level employee | A PSL employee is engaged under section 22, or a person who was engaged as a PSL employee under section 72, of the PS Act.                                                                                                                                                                                                         |
| Portfolio Budget Statements          | Budget-related papers detailing budget initiatives and explanations of appropriations specified by outcome and program by each agency within a portfolio.                                                                                                                                                                          |
| Presiding Officers                   | Two members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate, the Presiding Officer is the President. In the House of Representatives it is the Speaker.                                                                            |
| Purpose                              | Includes the objectives, functions or role of the entity.                                                                                                                                                                                                                                                                          |
| Revenue                              | The total value of resources earned or received to cover the production of goods and services.                                                                                                                                                                                                                                     |
| Security Management Board            | This body is established by the PS Act, 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 Presiding Officers' permission, invite others to attend their meetings.                              |

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## LIST OF REQUIREMENTS

| PGPA Rule reference | Part of Report                         | Description                                                                                                                                                                                                                                                                                                | Requirement |
|---------------------|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>17AD(g)</b>      | <b>Letter of transmittal</b>           |                                                                                                                                                                                                                                                                                                            |             |
| 17AI                | Part 1                                 | A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report. | Mandatory   |
| <b>17AD(h)</b>      | <b>Aids to access</b>                  |                                                                                                                                                                                                                                                                                                            |             |
| 17AJ(a)             | Part 1                                 | Table of contents (print only).                                                                                                                                                                                                                                                                            | Mandatory   |
| 17AJ(b)             | Part 9                                 | Alphabetical index (print only).                                                                                                                                                                                                                                                                           | Mandatory   |
| 17AJ(c)             | Part 9                                 | Glossary of abbreviations and acronyms.                                                                                                                                                                                                                                                                    | Mandatory   |
| 17AJ(d)             | Part 9                                 | List of requirements.                                                                                                                                                                                                                                                                                      | Mandatory   |
| 17AJ(e)             | Part 1                                 | Details of contact officer.                                                                                                                                                                                                                                                                                | Mandatory   |
| 17AJ(f)             | Part 1                                 | Entity's website address.                                                                                                                                                                                                                                                                                  | Mandatory   |
| 17AJ(g)             | Part 1                                 | Electronic address of report.                                                                                                                                                                                                                                                                              | Mandatory   |
| <b>17AD(a)</b>      | <b>Review by accountable authority</b> |                                                                                                                                                                                                                                                                                                            |             |
| 17AD(a)             | Part 1                                 | A review by the accountable authority of the entity.                                                                                                                                                                                                                                                       | Mandatory   |
| <b>17AD(b)</b>      | <b>Overview of the entity</b>          |                                                                                                                                                                                                                                                                                                            |             |
| 17AE(1)(a)(i)       | Part 2                                 | A description of the role and functions of the entity.                                                                                                                                                                                                                                                     | Mandatory   |
| 17AE(1)(a)(ii)      | Part 2                                 | A description of the organisational structure of the entity.                                                                                                                                                                                                                                               | Mandatory   |
| 17AE(1)(a)(iii)     | Part 2                                 | A description of the outcomes and programs administered by the entity.                                                                                                                                                                                                                                     | Mandatory   |
| 17AE(1)(a)(iv)      | Part 2                                 | A description of the purposes of the entity as included in corporate plan.                                                                                                                                                                                                                                 | Mandatory   |
| 17AE(1)(aa)(i)      | Part 2                                 | Name of the accountable authority or each member of the accountable authority.                                                                                                                                                                                                                             | Mandatory   |
| 17AE(1)(aa)(ii)     | Part 2                                 | Position title of the accountable authority or each member of the accountable authority.                                                                                                                                                                                                                   | Mandatory   |
| 17AE(1)(aa)(iii)    | Part 2                                 | 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)                                             | Part 2                | An outline of the structure of the portfolio of the entity.                                                                                                                                                                                                                                                                                                                                                                                                                       | Portfolio departments—mandatory |
| 17AE(2)                                                |                       | Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.                                                                                                                                                                                      | If applicable, mandatory        |
| <b>17AD(c) Report on the performance of the entity</b> |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                 |
| <b>Annual performance statements</b>                   |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                 |
| 17AD(c)(i); 16F                                        | Part 3                | Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.                                                                                                                                                                                                                                                                                                                                                                        | Mandatory                       |
| <b>17AD(c)(ii) Report on financial performance</b>     |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                 |
| 17AF(1)(a)                                             | Part 4                | A discussion and analysis of the entity's financial performance.                                                                                                                                                                                                                                                                                                                                                                                                                  | Mandatory                       |
| 17AF(1)(b)                                             | Part 4                | A table summarising the total resources and total payments of the entity.                                                                                                                                                                                                                                                                                                                                                                                                         | Mandatory                       |
| 17AF(2)                                                |                       | 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.       |
| <b>17AD(d) Management and accountability</b>           |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                 |
| <b>Corporate governance</b>                            |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                 |
| 17AG(2)(a)                                             | Part 5                | Information on compliance with section 10 (fraud systems)                                                                                                                                                                                                                                                                                                                                                                                                                         | Mandatory                       |
| 17AG(2)(b)(i)                                          | Letter of Transmittal | 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)(ii)           | Letter of transmittal | 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)          | Letter of transmittal | 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)               | Part 5                | An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.                                                                                                                  | Mandatory                |
| 17AG(2)(d) – (e)         |                       | A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to noncompliance with Finance law and action taken to remedy noncompliance.                                                             | If applicable, mandatory |
| <b>Audit Committee</b>   |                       |                                                                                                                                                                                                                                                 |                          |
| 17AG(2A)(a)              | Part 5                | A direct electronic address of the charter determining the functions of the entity's audit committee.                                                                                                                                           | Mandatory                |
| 17AG(2A)(b)              | Part 5                | The name of each member of the entity's audit committee.                                                                                                                                                                                        | Mandatory                |
| 17AG(2A)(c)              | Part 5                | The qualifications, knowledge, skills or experience of each member of the entity's audit committee.                                                                                                                                             | Mandatory                |
| 17AG(2A)(d)              | Part 5                | Information about the attendance of each member of the entity's audit committee at committee meetings.                                                                                                                                          | Mandatory                |
| 17AG(2A)(e)              | Part 5                | The remuneration of each member of the entity's audit committee.                                                                                                                                                                                | Mandatory                |
| <b>External scrutiny</b> |                       |                                                                                                                                                                                                                                                 |                          |
| 17AG(3)                  | Part 5                | Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.                                                                                                                                | Mandatory                |
| 17AG(3)(a)               | Part 5                | 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 |

| PGPA Rule reference                  | Part of Report | Description                                                                                                                                                                                                                                                                                                                                                                                                                               | Requirement              |
|--------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 17AG(3)(b)                           | Part 5         | 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)                           |                | Information on any capability reviews on the entity that were released during the period.                                                                                                                                                                                                                                                                                                                                                 | If applicable, mandatory |
| <b>Management of human resources</b> |                |                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |
| 17AG(4)(a)                           | Part 6         | An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.                                                                                                                                                                                                                                                                                                                            | Mandatory                |
| 17AG(4)(aa)                          | Part 6         | Statistics on the entity's employees on an ongoing and nonongoing basis, including the following: <ul style="list-style-type: none"> <li>a. statistics on fulltime employees;</li> <li>b. statistics on parttime employees;</li> <li>c. statistics on gender;</li> <li>d. statistics on staff location.</li> </ul>                                                                                                                        | Mandatory                |
| 17AG(4)(b)                           | Part 6         | Statistics on the entity's APS employees on an ongoing and nonongoing basis; including the following: <ul style="list-style-type: none"> <li>• Statistics on staffing classification level;</li> <li>• Statistics on fulltime employees;</li> <li>• Statistics on parttime employees;</li> <li>• Statistics on gender;</li> <li>• Statistics on staff location;</li> <li>• Statistics on employees who identify as Indigenous.</li> </ul> | Mandatory                |
| 17AG(4)(c)                           | Part 6         | 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)                        | Part 6         | Information on the number of SES and nonSES employees covered by agreements etc identified in paragraph 17AG(4)(c).                                                                                                                                                                                                                                                                                                                       | Mandatory                |
| 17AG(4)(c)(ii)                       | Part 6         | The salary ranges available for APS employees by classification level.                                                                                                                                                                                                                                                                                                                                                                    | Mandatory                |

| PGPA Rule reference                     | Part of Report | Description                                                                                                                                                                                                                                                                                                                                                                                                       | Requirement              |
|-----------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 17AG(4)(c)(iii)                         | Part 6         | A description of nonsalary benefits provided to employees.                                                                                                                                                                                                                                                                                                                                                        | Mandatory                |
| 17AG(4)(d)(i)                           |                | Information on the number of employees at each classification level who received performance pay.                                                                                                                                                                                                                                                                                                                 | If applicable, mandatory |
| 17AG(4)(d)(ii)                          |                | Information on aggregate amounts of performance pay at each classification level.                                                                                                                                                                                                                                                                                                                                 | If applicable, mandatory |
| 17AG(4)(d)(iii)                         |                | Information on the average amount of performance payment, and range of such payments, at each classification level.                                                                                                                                                                                                                                                                                               | If applicable, mandatory |
| 17AG(4)(d)(iv)                          |                | Information on aggregate amount of performance payments.                                                                                                                                                                                                                                                                                                                                                          | If applicable, mandatory |
| <b>Assets management</b>                |                |                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |
| 17AG(5)                                 | Part 4         | An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities                                                                                                                                                                                                                                                                                       | If applicable, mandatory |
| <b>Purchasing</b>                       |                |                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |
| 17AG(6)                                 | Part 4         | An assessment of entity performance against the Commonwealth Procurement Rules.                                                                                                                                                                                                                                                                                                                                   | Mandatory                |
| <b>Reportable consultancy contracts</b> |                |                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |
| 17AG(7)(a)                              | Part 4         | A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST). | Mandatory                |
| 17AG(7)(b)                              | Part 4         | A statement that <i>"During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]"</i> .                                                 | Mandatory                |

| PGPA Rule reference                                    | Part of Report                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                           | Requirement              |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 17AG(7)(c)                                             | Part 4                                                                                                                                             | 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)                                             | Part 4                                                                                                                                             | A statement that “ <i>Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.</i> ”                                                                                                                                                                                      | Mandatory                |
| <b>Reportable non-consultancy contracts</b>            |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |
| 17AG(7A)(a)                                            | Part 4                                                                                                                                             | A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST). | Mandatory                |
| 17AG(7A)(b)                                            | Part 4                                                                                                                                             | A statement that “ <i>Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.</i> ”                                                                                                                                                                              | Mandatory                |
| <b>17AD(daa)</b>                                       | <b>Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts</b> |                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |
| 17AGA                                                  | Part 4                                                                                                                                             | Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.                                                                                                                                                                                                                                       | Mandatory                |
| <b>Australian National Audit Office access clauses</b> |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |
| 17AG(8)                                                | Part 4                                                                                                                                             | 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 AuditorGeneral with access to the contractor’s premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.                                                        | If applicable, mandatory |

| PGPA Rule reference           | Part of Report | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Requirement              |
|-------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>Exempt contracts</b>       |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |
| 17AG(9)                       |                | If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters. | If applicable, mandatory |
| <b>Small business</b>         |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |
| 17AG(10)(a)                   | Part 4         | 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)                   | Part 4         | An outline of the ways in which the procurement practices of the entity support small and medium enterprises.                                                                                                                                                                                                                                                                                                                                                      | Mandatory                |
| 17AG(10)(c)                   | Part 4         | If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website”                                                                                                                   | If applicable, mandatory |
| <b>Financial statements</b>   |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |
| 17AD(e)                       | Part 4         | Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.                                                                                                                                                                                                                                                                                                                                                                       | Mandatory                |
| <b>Executive remuneration</b> |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |
| 17AD(da)                      | Part 6         | Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 23 of the Rule.                                                                                                                                                                                                                                                                                                                                                   | Mandatory                |

| PGPA Rule reference | Part of Report                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Requirement              |
|---------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>17AD(f)</b>      | <b>Other mandatory information</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |
| 17AH(1)(a)(i)       |                                                           | 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)      |                                                           | If the entity did not conduct advertising campaigns, a statement to that effect.                                                                                                                                                                                                                                                                                                                                                                                                       | If applicable, mandatory |
| 17AH(1)(b)          |                                                           | A statement that <i>"Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]"</i>                                                                                                                                                                                                                                                                                                                                    | If applicable, mandatory |
| 17AH(1)(c)          | Part 6                                                    | Outline of mechanisms of disability reporting, including reference to website for further information.                                                                                                                                                                                                                                                                                                                                                                                 | Mandatory                |
| 17AH(1)(d)          | N/A                                                       | Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found.                                                                                                                                                                                                                                                                                                                                                          | Mandatory                |
| 17AH(1)(e)          |                                                           | Correction of material errors in previous annual report                                                                                                                                                                                                                                                                                                                                                                                                                                | If applicable, mandatory |
| 17AH(2)             | Part 7:<br>Appendices<br><br>Part 8:<br>Library<br>Report | Information required by other legislation                                                                                                                                                                                                                                                                                                                                                                                                                                              | Mandatory                |

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