



SECRETARY'S REVIEW

1

Our performance and achievements	2
Outlook	4

OUR PERFORMANCE AND ACHIEVEMENTS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

OUTLOOK

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

Respond to the changing needs of the Parliament

- Our continued collaboration with the Department of the Senate, the Department of the House of Representatives and the Department of the Prime Minister and Cabinet will see the introduction of an electronic workflow process for tabling documents in Parliament—speeding up their public release and reducing both costs and paper use.
- Building on the vision set out in the Australian Parliament Digital Strategy 2019–2022, we will develop Roadmaps which will set out the forward work plan for ICT investment.
- We will develop and implement new measures to strengthen our cyber resilience and further protect the Parliament in a continuously evolving security threat landscape.
- We will escalate our efforts on security and cyber security awareness through targeted education initiatives. Cyber security awareness and education will be incorporated into induction processes for all parliamentary computing network users and one-on-one support will be enhanced.
- The Parliamentary Library will continue to implement the priorities identified in its Framework for the Digital Delivery of Library Products and Services, Digital Preservation Framework. In particular, it will complete its Library systems replacement project to improve the discoverability of Library information, deploy the new *digital parliamentary handbook* and embark on a project with the Department of the Senate to enhance access to the Senate’s historical tabled papers collection.
- We will continue to develop a culture of innovation in all our work by enabling our staff to approach challenges and opportunities from new perspectives to achieve greater efficiency and effectiveness in our delivery of services to the Parliament.
- Seeking and responding to feedback from parliamentarians, parliamentary staff, stakeholders and the community will continue to inform the way we work—ensuring we retain a customer focus.

Enhance the Parliament's engagement with the community

- We will deliver an annual program of events and exhibitions relevant to parliamentary democracy and Parliament House, which endeavours to engage with the community while building stronger partnerships with Canberra's cultural institutions.
- We will enhance our online presence to encourage greater community engagement, raise awareness and understanding of the work of the Parliament, and increase interactions through the Parliament of Australia website and other 'owned' digital channels.

Effective stewardship of Parliament House

- During 2018–19, DPS took ownership of Status B 'Global' furniture from the Departments of the Senate and House of Representatives, which were designed and manufactured for Parliament House when it opened in 1988. DPS will continue to electronically integrate this furniture into its asset management system, which, when completed, will deliver:
 - enhanced maintenance, refurbishment and conservation work records, and
 - better management of condition assessments through planning future furniture works and life-cycle projections.
- The Parliament House Art Collection Audit and Digitisation Project will continue to improve the management of our valuable collection of cultural assets. Completion is expected in 2021, and will deliver:
 - the ability to track, via an electronic tag, the movement of artworks in real time, vastly improving stocktake and location capabilities
 - a full survey of the current condition of the collection to identify recommendations for its ongoing conservation and care and identify any treatment required
 - a catalogue of high-quality digital images which will be made accessible to both building clients and the public, and
 - improved cataloguing standards, to ensure high quality and accurate data is captured for all artworks.
- To ensure ongoing management of the design integrity of Parliament House:
 - we will redesign and refurbish the Queen's Terrace Café and Staff Dining Room to improve customer experience and service efficiency. The change will restore the design integrity of these spaces close to their original form
 - complete the CRD and progress additional chapters
 - begin work on developing a series of 'maintenance of design' statements that link to the CRD and will provide a practical guide for maintenance activity and will document the design intent of landscape within the precinct
 - progress work on digitising relevant design intent documentation, and
 - undertake work on a timber register which catalogues the many species of Australian timbers used throughout Parliament House and their locations.

Effective delivery of the Parliament House works program

- The program to systematically replace and upgrade all original Parliament House passenger and goods lifts is well underway. The new lifts have enhanced reporting, safety and system control features and include upgraded electrics and mechanical componentry. With 20 lifts now complete, the remaining 22 lifts will be upgraded over the next 24 months. Outages are carefully scheduled and communicated to minimise inconvenience to building occupants.
- A series of lighting projects will be initiated to improve energy efficiency and control across the building using LED technology.
- Having completed the design phase of the auxiliary power upgrade project, we will enter the delivery phase in 2019–20 to ensure the building can continue to meet increased electricity load demands not accounted for in the original construction. The project will upgrade automatic power switching capabilities and replace generators as well as support and enhance the building's fire and life safety services.
- The final elements of the security upgrade capital works will be delivered in the first half of 2019–20 once upgrades of the main public entrance, Senate and House of Representatives entrances are complete.