



PARLIAMENT OF AUSTRALIA  
DEPARTMENT OF PARLIAMENTARY SERVICES



# CORPORATE PLAN 2023 2024



The Department of Parliamentary Services (DPS) acknowledges the Ngunnawal and Ngambri people, the traditional custodians of the land in which Australian Parliament House is situated, an area where people have met for thousands of years.

Artwork: Kayannie Denigan  
Photographer: Darrel Kolsky



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A PDF version of this Corporate Plan is available on the Australian Parliament House website [www.aph.gov.au/dps](http://www.aph.gov.au/dps).

Contributing Photographers include: Darrel Kolsky, Pew Pew Studio, Five Foot Photography, AUSPIC, Department of Parliamentary Services.



## SECRETARY'S FOREWORD

Our purpose can be distilled into three principal functions. Our first and most important function is to enable a working parliament — this includes supporting parliamentarians to discharge their representative and legislative duties. Secondly, we are the custodian of Australian Parliament House as an iconic symbol of Australia's parliamentary democracy and a building of internationally significant architecture — one of the most publicly accessible in the world. Thirdly, we foster engagement with the parliamentary process — a key civics educator for around 140,000 school children each year and host to around 800,000 visitors each year.

The breadth of these principal functions requires us to demonstrate commitment to excellence in service delivery and resilience in the face of constant change. This DPS Corporate Plan 2023–24 provides clear direction for our department over the coming year and outlines how we will meet our strategic priorities, while continuing to invest in our people. We have three strategic priorities that guide our planning and performance framework:

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

In responding to the changing needs of Parliament, DPS is committed to ensuring a secure and safe parliamentary workplace against a broader environmental context of escalating cyber security risks. Together, we will build on our technology foundations by continuing our transformation and innovation journey. This includes working closely with the other parliamentary departments and partner agencies to share technology insights to inform evidence-based decision making.

This year we celebrate the 35th anniversary of the opening of Parliament House and observe the important place it holds in Australia's system of parliamentary democracy. Since Parliament House opened in 1988, nearly 30 million people have visited this iconic building. Over the coming year, we will continue to *enhance Parliament's engagement with the community* and help Australians and other visitors understand our national identity and civics history as reflected in the architecture, art collection and experience of visiting Parliament House.

We remain committed to the *effective stewardship of Parliament House*. In addition to our maintenance of the building and its grounds, we will continue to work closely and constructively with the moral rights administrators in the design of Parliament House, so that all matters relating to proposed building changes are in accordance with our established framework.

In the 2023–24 Budget, DPS was successful in obtaining funding to alleviate accommodation pressures at Parliament House and to lease the historic West Block building. This funding will ensure DPS can effectively manage the changing requirements of the parliamentary workplace.

Furthermore, this financial year, DPS will continue the physical and electronic security capability upgrade program to ensure the physical safety and security of all people who work or visit Parliament House.

DPS is strongly committed to promoting a positive, inclusive and supportive culture, offering a diverse range of services and products.



Attracting and retaining staff will continue to be a focus for us as we endeavour to be an employer of choice. The Corporate Plan outlines how we will implement our strategic workforce plan, invest in our people to build on the consistent improvements we have seen in our workplace culture; and equip our staff with the skills, attributes, and knowledge they need to thrive in a changing environment.

The DPS Corporate Plan 2023–24 shows how, over the next 12 months and in the years ahead, we will measure the performance of programs and activities that support our purpose, to ensure we optimise our capability, strengthen our collaborative working arrangements, and actively manage risk in a shared operating environment.

### Statement of Preparation

I, Rob Stefanic, as the accountable authority for the Department of Parliamentary Services am pleased to present the 2023–24 Corporate Plan as required under paragraph 35(1)(b) of the Public Governance, Performance and Accountability Act 2013 (PGPA Act). This plan covers the period 2023–24 to 2026–27 and aligns to our 2023–24 Portfolio Budget Statements (PBS).

**Rob Stefanic**  
Secretary, Department of Parliamentary Services

## COMMONWEALTH PERFORMANCE FRAMEWORK

The Commonwealth Performance Framework is established by the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and requires all Commonwealth entities to demonstrate resources have been applied to achieve their purpose.

Section 16E of the Public Governance and Accountability Rule 2014 outlines the requirements for accountable authorities to prepare Corporate Plans.

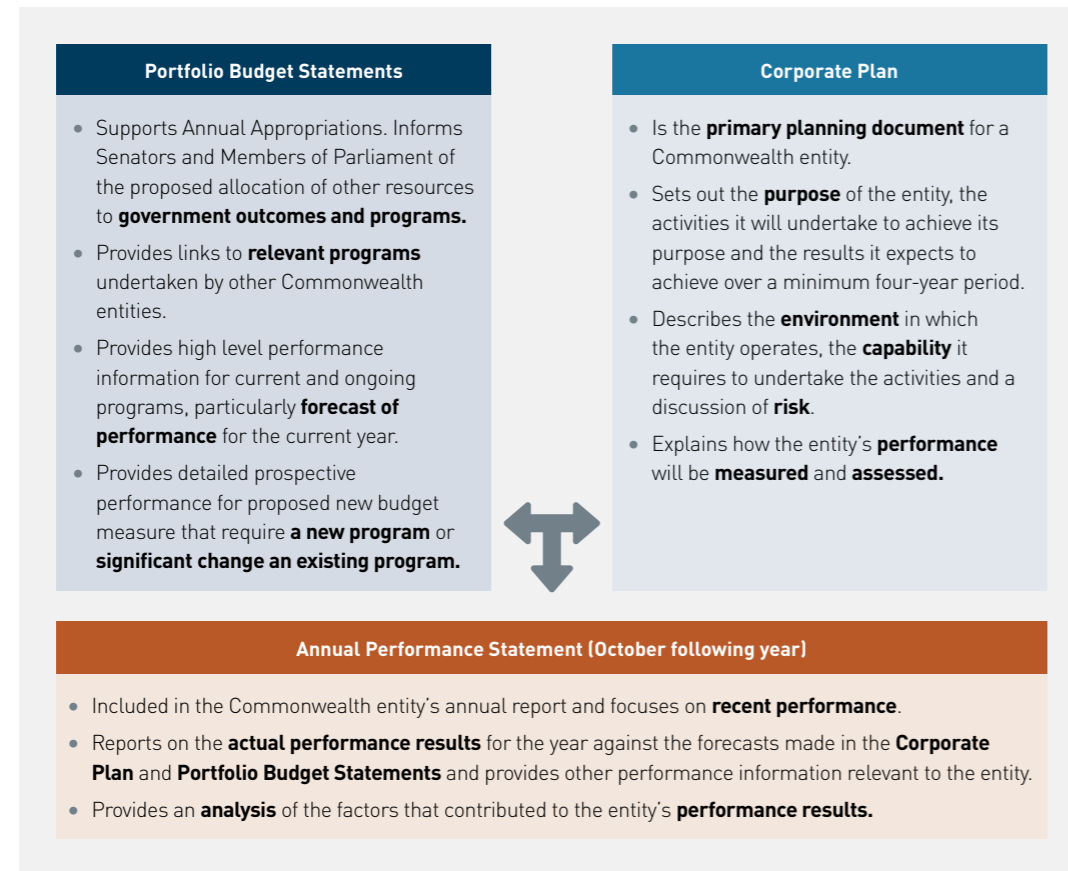
The below Figure outlines the key components of the Commonwealth Performance Framework.

The Corporate Plan is our primary planning document and a key publication of the Commonwealth Performance Framework. For a comprehensive view of our performance, this information should be read in conjunction with the 2023–24 Portfolio Budget Statements and 2023–24 Annual Report.

DPS Branch Business Plans create a clear and tangible link between the Corporate Plan and what is to be operationalised by Branch activities. The Branch Business Plans will be developed by each Branch in the first quarter of the financial year.



FIGURE 1: Key components of the Commonwealth Performance Framework.



## OUR 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.

## OUR MISSION

To support the Parliament and parliamentarians through innovative, unified, client and community focused services.

## OUR STRATEGIC PRIORITIES

Achieving service excellence, optimising our capability, strengthening collaborative working arrangements, and actively managing risk in a shared operating environment will continue to be essential elements of the DPS delivery strategy.

We have three strategic priorities that guide our planning and performance framework:

-  **Respond to the changing needs of the Parliament.**
-  **Enhance the Parliament's engagement with the community**
-  **Effective stewardship of Parliament House**

## OPERATING CONTEXT

### Our department structure

DPS is established under the *Parliamentary Services Act 1999 (PS Act)*. The Australian Parliamentary Service (which comprises of all four parliamentary departments) provides professional support, advice and facilities to Parliament and parliamentarians. The Parliamentary Service undertakes its work independently of the Executive Government of the Commonwealth.

DPS reports to both Houses of Parliament through the Presiding Officers (the President of the Senate and the Speaker of the House of Representatives).



### Operating environment

DPS supports the operation of the Australian Parliament, the work of Australia’s parliamentarians, and the engagement of Australian Citizens in Australia’s democracy through innovative, unified and client and community focused services. We provide or facilitate:

- library and research services
- information and communication technology products and services around the nation
- broadcast and Hansard services
- physical and cyber security services
- building and grounds management
- furniture and asset management services
- art collection and exhibition services
- visitor services and The Parliament Shop
- catering and event management services
- licensed retail, physiotherapy, banking, and childcare services, and
- corporate, administrative and strategic services for DPS.

Our highly capable and diverse staff are our greatest asset and are vital to assuring the safe and effective stewardship of Parliament House.

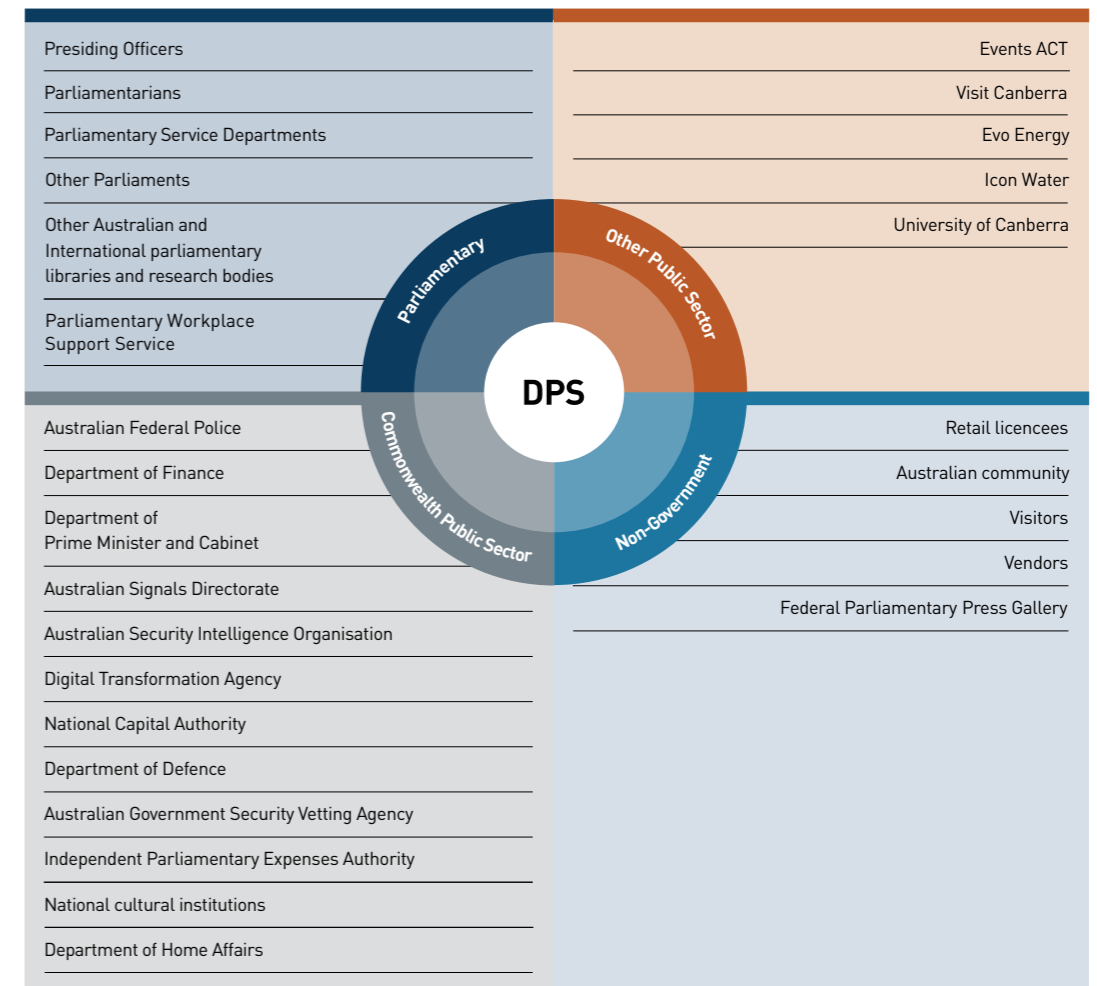


### Cooperative arrangements

To achieve our purpose, DPS must have strong cooperative relationships with key partners and stakeholders from the Commonwealth, State and Territory governments, as well as international governments, businesses, and non-government organisations. Our partnerships are as diverse as the services we provide.

Relationships between DPS and our stakeholders are for administrative, advisory, and collaborative purposes. Each contributes to our ability to deliver our priorities and achieve our purpose.

FIGURE 2: Overview of key cooperative arrangements.



## OUR CAPABILITIES

### Organisation capability

During 2023–24, DPS will continue to consolidate our workforce capability, build a culture of innovation, and focus on service excellence for our clients. Enhancing our digital capability remains a high priority, as we strive to provide safe, secure, and accessible technologies in a rapidly changing digital and cyber security threat environment.

### Workforce capability

Our diverse workforce is central to our ability to deliver on our purpose. Our annual staff survey shows positive engagement, culture and working relationships across DPS.

Our *Strategic Workforce Plan 2020–25* will allow us to continue to deliver on new and emerging demands and understand our future workforce needs. Ensuring our workforce capability over the long term requires a strategic approach to monitoring our requirements and understanding the factors that affect attraction and retention of specialist skills.

During 2023–24, we will continue our cultural transformation based on collective values and behaviours across DPS. This will be driven through our People Plan, which includes a focus on developing an agile and high-performing organisation. Recognition and retention strategies will ensure we attract, identify and develop staff to enhance their capabilities. To achieve this, we will remain committed to:

- entry level programs
- internal mobility
- build internal capability to support career progression
- mentoring and leadership development
- flexible workplace practices
- business and workforce planning
- innovative recruitment methods, and
- adapting our Employee Value Proposition to remain competitive.

### Apprenticeship Program

Our commitment to building capability includes employing and sponsoring apprentices across a range of trade-related professions. Our Apprenticeship Program provides opportunities in:

- electrical
- horticulture and turf management
- plumbing
- cabinet making
- fitting and machining
- hairdressing, and
- commercial cookery and pastry.

We are committed to supporting apprentices build specialist trade skills within a unique and diverse work environment, while achieving a nationally recognised trade qualification.



Inclusion and diversity

### Inclusion and diversity

In 2023-24, DPS will continue to build a diverse workforce and uphold a culture with diversity and inclusion at the forefront of our thinking. Practically, this includes embedding strategies to improve the diversity of our workplace. DPS champions a workplace where differences are embraced, and staff are empowered to be their authentic self in civics and citizenship activities.

We recognise the important contribution workplace champions and employee networks provide in promoting inclusion and using lived experience to shape our policies and practices. We will continue to support and build our diversity employee networks, including through the launch of a new Parliamentary Service Disability Employee Network.

We are dedicated to improving access to Parliament House and our services through a Parliamentary Service Access and Inclusion Action Plan. This includes initiatives such as improving physical accessibility for staff and visitors, providing training for staff, and ensuring our communication and operating procedures are inclusive.

DPS is committed to fostering a safe, respectful, and inclusive environment where differences are embraced, and staff are empowered to reach their full potential. We will continue to provide opportunities for the recruitment and professional development of staff from underrepresented groups. DPS recognises the demonstrated value our diverse workforce offers in their delivery of quality outcomes to the communities we serve.

### Reconciliation

In 2023-24, DPS will continue to pursue reconciliation and will launch the new parliamentary Reconciliation Action Plan (RAP). The RAP will include new commitments and tangible actions to advance reconciliation through respectful engagement, creation of opportunities for First Nations people, and enhancement of support to our First Nations staff members through the Parliamentary Service Indigenous Employee Network (PSIEN).

### Cultural tourism destination

Parliament House is a major tourist destination with around 800,000 people visiting each year to experience the parliamentary process, architecture, events, tours, art collection and dining experience. Over the coming year, we will continue to build on our visitor experience and maintain Parliament House and the precinct as befits its status as a location of national significance. This supports our important role in helping the community access Parliament, engage with Australia's democratic traditions and participate in civics and citizenship activities.

### Digital transformation

The transformation of the parliament's ICT systems has been accelerating since the COVID-19 pandemic and 2023-24 will see a significant uplift in the user computing experience. Core services including device management and telephony will be modernised following the department's cloud-transformation agenda.

The pinnacle of the ICT strategic theme of "Anywhere, anytime, any device" will be achieved during this financial year. ICT infrastructure will also be modernised through a mature cloud-migration approach, delivering a highly secure and scalable foundation for the current and future needs of the parliament.

Business applications and projects will continue to be delivered to support modern ICT needs including interoperability with other agencies where required and supporting innovative changes to business practices.

Underpinning this work and setting the stage for the evolution of the Parliament's ICT will be the development of the next iteration of the Australian Parliament Digital Strategy.

### Investment in human-based cyber defences

As part of the Cyber Security Strategy, DPS continues to invest in strengthening the human-based cyber security controls across Parliament House. This is being achieved with a targeted focus on increasing awareness of cyber security issues and providing targeted education packages for high-risk user cohorts. These awareness programs will increase the ability of staff to appropriately respond to threats.

As threats continue to evolve and adapt to existing methods of protection, we will continue to ensure that our staff and the users of our systems are prepared to deal with the emerging cyber threats.

### Physical security

DPS will continue to support the effective stewardship of Parliament by ensuring a secure environment while maintaining public accessibility. We plan to further strengthen capabilities through the Security Capability Uplift program.

### Library services

We are committed to maintaining and enhancing the flexible and accessible delivery of advice, information, research, and services to ensure the Parliamentary Library remains our client's preferred and trusted source of high-quality information, analysis and advice.

### Building Works

Over the forward years, the department will engage in a program to manage the changing requirements of the parliamentary workplace. In the 2023-24 Budget, DPS was successful in obtaining \$15.1 million in funding over four years, to acquire a lease for West Block, which will alleviate accommodation pressures at Parliament House.





## OUR RISK OVERSIGHT AND MANAGEMENT

DPS operates in a dynamic and demanding environment and there is a high degree of public and political interest in what we do. We manage risk in accordance with the Commonwealth Risk Management Policy and our Risk Management Framework.

The framework provides a consistent approach to identifying, managing, and mitigating risks to support DPS' delivery on its purpose. The framework complies with the Commonwealth Risk Management Policy and Risk Management Framework and is prepared in accordance with the PGPA Act.

As the Accountable Authority, the Secretary is responsible for determining DPS' overall appetite and tolerance for risk.

The DPS Audit and Risk Committee (ARC) is responsible for monitoring the implementation of the framework. The ARC also provides independent advice to the Secretary on the appropriateness of DPS' financial and performance reporting, system of risk oversight, and systems of internal control and other matters as detailed in the ARC Charter.

All DPS staff have responsibility for the identification and management of risks that impact their work areas. All staff should recognise, communicate, and respond to expected, emerging or changing risks, and contribute to the development and implementation of risk treatments.

### Strategic risks

Strategic risks are defined as those that could impact DPS' ability to achieve our purpose or high-priority activities. They are identified and managed by senior executive staff, with ownership of the risks at the DPS Executive Committee level. In each case, the risk identifies the principal causes of the risk, any controls, and additional measures to acceptably manage the risk.

### Risk appetite and assurance

Our Risk Appetite and Tolerance Statements were reviewed and updated during 2022–23, defining the types and amount of risk that DPS is prepared to accept, mitigate, or avoid. The risk appetite statement guides decision making, clarifies intent and ensures business decisions and activities align with the capacities and capabilities of DPS. It defines risk acceptability in achieving our strategic outcomes, and guides informed decisions when developing new services, improving efficiency, or reducing delays in achieving our objectives.

### Integrity

Integrity is fundamental to meeting our strategic and operational priorities. DPS has embedded integrity mechanisms through the DPS code of conduct, training on complaint management and established complaint processes.

DPS has established Public Interest Disclosure (PID) processes and appointed and trained PID officers. We will continue to embed a positive integrity culture including in building understanding of the role and functions of the National Anti-Corruption Commission.

### Strategic Risk Mitigation Table

DPS manages nine strategic risks, as detailed at figure 3. In addition to the specific ways in which these risks are managed, we rely on a strong governance framework, including oversight from DPS Executive Committee, ARC, and other operational level forums.

FIGURE 3: Strategic Risk Mitigation Table

Key risks		How the risk is managed
<b>People</b>		
Safety and wellbeing	We fail to ensure a safe environment for building occupants and visitors.	DPS creates and maintains a safe environment for building occupants and visitors through the following measures: <ul style="list-style-type: none"> <li>• Building security arrangements and capabilities (including partnerships with other relevant agencies)</li> <li>• Work Health and Safety arrangements (including in relation to visitors), and</li> <li>• Staff training and capability development.</li> </ul>
Collaboration	We fail to collaborate and communicate with stakeholders.	DPS demonstrates collaboration with other parliamentary departments and the wider Australian Public Service.
<b>Delivery</b>		
Service delivery	Our ability to provide service delivery is compromised.	DPS has appropriate strategies, plans and frameworks in place to ensure continuity of service provision, which includes: <ul style="list-style-type: none"> <li>• DPS Strategic Asset Management Policy and associated Strategic Asset Management Plan</li> <li>• Digital Preservation Policy and Framework</li> <li>• Building Maintenance Compliance Plan</li> <li>• DPS Business Continuity Framework, and</li> <li>• Continuity of Parliament Plan.</li> </ul>
Protective security, including cyber security	Our capacity to facilitate a robust security environment is compromised.	DPS ensures a robust security environment by ensuring the following measures are undertaken: <ul style="list-style-type: none"> <li>• Protective Security Policy Framework (PSPF) compliance</li> <li>• Staff training and capability development</li> <li>• ASD Information Security Manual (ISM)</li> <li>• APS security governance arrangements</li> <li>• Continuity of Parliament Plan</li> <li>• Physical security policies, and</li> <li>• Cyber Security Awareness training.</li> </ul>
<b>Reputation</b>		
Design Integrity	We fail to uphold the design integrity of Parliament House.	DPS embeds a culture of respect for the design integrity of the building and landscape through: <ul style="list-style-type: none"> <li>• Central Reference Document</li> <li>• Design Integrity and Archives Unit</li> <li>• Annual Design Integrity Index</li> <li>• A framework to maintain the Design Integrity of the precinct, and</li> <li>• Design Integrity Seminars.</li> </ul>
Value and Confidence	Our client's expectations are not fully met.	DPS demonstrates its value and maintains client confidence through: <ul style="list-style-type: none"> <li>• Building Occupants Satisfaction Survey</li> <li>• Corporate Plan, and</li> <li>• Annual Report.</li> </ul>



FIGURE 4: Strategic Risk Mitigation Table (continued)

Key risks	How the risk is managed	
<b>Capability</b>		
Staff capability	We fail to attract, maintain, enhance and retain the necessary capabilities and levels of wellbeing and engagement in the agency's workforce.	DPS attracts and retains staff through: <ul style="list-style-type: none"> <li>• Focus on entry level positions to develop employees internally through internships, graduate programs, internships, apprenticeships, PhD/fellowships</li> <li>• DPS Learning and Development Framework</li> <li>• Parliamentary Library Strategic HR Plan, 5-year vision and Strategic Plan endorsed by Joint Standing Committee Parliamentary Library (JSCPL), and</li> <li>• JSCPL oversight.</li> </ul>
Information management	Our information management systems capacity to provide complete, timely and accurate information is compromised.	DPS maintains and has access to timely, complete and accurate information, supported by: <ul style="list-style-type: none"> <li>• Information Management Framework</li> <li>• DPS ICT Security Policy</li> <li>• ISM compliance</li> <li>• Disaster Recovery procedures for ICT systems, and</li> <li>• Records management training.</li> </ul>
Financial sustainability	Our programs and projects are not maintained to appropriate standards.	DPS articulates and approves capital budgets, to ensure financial sustainability.

## OUR PERFORMANCE

Our performance statements are used to plan, monitor, evaluate and report on our performance and how effectively it supports our purpose. These performance maps align our Key Activities to each responsible service area, with performance criteria, data sources, methodology and intended results for each key activity.

Mapping performance strengthens our accountability, ensures we remain focused on our core business, and helps us improve our:

- performance information
- performance forecast
- performance analysis, and
- accountability to the Parliament and public.

To enable comparison, the outcome and program objectives provided in the Portfolio Budget Statement align with our key activities. In 2023-24 we will review our performance criteria to meaningfully report against our purpose in the future.

FIGURE 5: DPS Outcomes

DPS Portfolio Budget Statement 2023- 24
<b>Outcome:</b> Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities, maintain Parliament House and engage with the community

Assurance mechanisms currently in place include an annual sign-off by senior executive staff responsible for performance measures, regular reporting to the DPS Executive Committee and review by the DPS ARC.

FIGURE 6: Key activities

### Strategic Priority 1: Respond to the changing needs of the Parliament.



Our key activities include:

- Ensure technology and infrastructure planning reflects the current and future needs of the Parliament, including secure access to digital information.
- Continual review of physical security and cybersecurity systems and processes.
- Maintain and enhance the flexible and accessible delivery of advice, information, research, and services to reflect the current and evolving needs of our clients.
- Ensure the work of the Parliament is recorded, reported and accessible.
- Support the implementation of relevant recommendations from the Review of the Parliamentary Workplace: Responding to Serious Incidents and the Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces

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



Our key activities include:

- Continue to develop the physical visitor experience at Parliament House.
- Support the Parliament's engagement with the community and initiatives to help develop parliamentary democracy using media, social media and collaborative relationships.

### Strategic Priority 3: Effective stewardship of Parliament House



Our key activities include:

- Develop and implement asset maintenance programs to effectively maintain the Parliamentary precincts.
- Continue to apply the Management of Design Integrity Framework to ensure changes maintain or enhance the building and landscape.
- Develop and implement appropriate strategic proposals for any adaption of building uses while respecting the design intent for Parliament House.
- Provide a safe and accessible environment for building occupants and visitors.

FIGURE 7: DPS Performance Map

Business Area	Performance Measure	Target	Source	2021-22	2022-23	2023-24	2024-25
<b>Strategic Priority: Respond to the changing needs of the Parliament</b>							
Catering and Events	Satisfaction with food, functions and events.	85%	Building Occupant Satisfaction Survey	●	●	●	●
Hansard and Parliamentary Broadcasting	Proof Hansard reports delivered within agreed timeframes when Parliament sits its regular scheduled hours	85%	Self-reporting	●	●	●	●
	Proof Hansard reports delivered within agreed accuracy parameters	85%	Self-reporting	●	●	●	●
	Broadcasting systems availability	90%	System statistics	●	●	●	●
Parliamentary Library	Client satisfaction with service quality and responsiveness	90%	Library survey	●	●	●	●
Information Services	Satisfaction with service quality (responsiveness and resolution)	85%	Satisfaction surveys	●	●	●	●
	IT System availability (core parliamentary systems)	90%	System statistics	●	●	●	●
	Projects delivered according to planned program milestones (design, tender, contract, completion)	85%	Self-reporting	●	●	●	●
	Projects delivered within budget milestones	85%	Self-reporting	●	●	●	●
<b>Strategic priority: Enhance the Parliament's engagement with the community</b>							
Visitor Engagement	Satisfaction with customer service experience (security, concierge and visitor guides)	85%	Satisfaction surveys	●	●	●	●
	Satisfaction with overall experience (exhibits, facilities, tours and programs)	85%	Satisfaction surveys	●	●	●	●
<b>Strategic priority: Effective stewardship of Parliament House</b>							
Property Services	Satisfaction with facilities availability and building condition (maintenance and appearance)	85%	Satisfaction surveys	●	●	●	●
	Satisfaction with landscape condition and appearance	85%	Satisfaction surveys	●	●	●	●
	Satisfaction with service responsiveness (effective resolution of service calls)	85%	Satisfaction surveys	●	●	●	●
	Projects delivered within budget against milestones	85%	Self-reporting	●	●	●	●
Design Integrity	Effective functioning of the design integrity process	Effective/ineffective	Survey of moral rights administrators	●	●	●	●

FIGURE 8: Performance Measure Methodology

Business Area	Performance Measure Methodology
<b>Strategic Priority: Respond to the changing needs of the Parliament</b>	
Catering and Events	<p>Satisfaction with food, functions, and events</p> <p><b>Methodology:</b> The Building Occupancy Satisfaction Survey is conducted annually and measures the level of satisfaction with services delivered or managed by the DPS. The survey provides occupants of Parliament House with a formal feedback mechanism on those services. Participation is voluntary and occupants are asked anonymously 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>
Hansard and Parliamentary Broadcasting	<p>Proof Hansard reports delivered within agreed timeframes when Parliament sits its regular scheduled hours</p> <p><b>Methodology:</b> This measure includes both chamber and committee timelines. 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.</p>
	<p>Proof Hansard reports delivered within agreed accuracy parameters</p> <p><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.</p>
	<p>Broadcasting systems availability</p> <p><b>Methodology:</b> 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>
Parliamentary Library	<p>Client satisfaction with service quality and responsiveness</p> <p><b>Methodology:</b> Key priorities and performance indicators for the Parliamentary Library are approved each year by the Presiding Officers as part of the Library's Annual Resource agreement (Parliamentary Service Act 1999, section 38G).</p>
Information Services	<p>Satisfaction with service quality (responsiveness and resolution)</p> <p><b>Methodology:</b> 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.</p>
	<p>IT System availability (core parliamentary systems)</p> <p><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.</p>
	<p>Projects delivered according to planned program milestones (design, tender, contract, completion)</p>
	<p>Projects delivered within budget milestones</p> <p><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.</p>
<b>Strategic priority: Enhance the Parliament's engagement with the community</b>	
Visitor Engagement	<p>Satisfaction with customer service experience (Security, concierge and visitor guides)</p>
	<p>Satisfaction with Parliament House experience overall (exhibits, facilities, tours and programs)</p> <p><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 on a monthly basis.</p>

FIGURE 9: Performance Measure Methodology (continued)

Business Area	Performance Measure Methodology
<b>Strategic Priority: Effective stewardship of Parliament House</b>	
Property Services	Satisfaction with facilities availability and building condition (maintenance and appearance)
	Satisfaction with landscape condition and appearance
	Satisfaction with service responsiveness (effective resolution of service calls)
	<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
Design Integrity	Projects delivered within budget against milestones
	<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
Design Integrity	Effective functioning of the design integrity process
	<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.

## APPENDIX A - LIST OF REQUIREMENTS

The DPS Corporate Plan 2023-24 has been prepared in accordance with the requirements of:

- subsection 35(1) of the PGPA Act; and
- the PGPA Rule 2014.

The table details the requirements met by the DPS Corporate Plan 2023-24 and the page reference(s) for each requirement.

Requirement	Matters to be included	Page(s)
Introduction	The following: <ul style="list-style-type: none"> <li>a) statement that the plan is prepared for paragraph 35(1)(b) of the Act</li> <li>b) the reporting period for which the plan is prepared</li> <li>c) the reporting periods covered by the plan.</li> </ul>	3
Purposes	The purposes of the entity	5
Key activities	For the entire period covered by the plan, the key activities that the entity will undertake in order to achieve its purposes.	15
Operating context	For the entire period covered by the plan, the following: <ul style="list-style-type: none"> <li>a) the environment in which the entity will operate</li> <li>b) the strategies and plans the entity will implement to have the capability it needs to undertake its key activities and achieve its purposes</li> <li>c) a summary of the risk oversight and management systems of the entity, and the key risks that the entity will manage and how those risks will be managed, and</li> <li>d) details of any organisation or body that will make a significant contribution towards achieving the entity's purposes through cooperation with the entity, including how that cooperation will help achieve those purposes.</li> </ul>	6-14
Performance	For each reporting period covered by the plan, details of how the entity's performance in achieving the entity's purposes will be measured and assessed through: <ul style="list-style-type: none"> <li>a) specified performance measures for the entity that meet the requirements of section 16EA, and</li> <li>b) specified targets for each of those performance measures for which it is reasonably practicable to set a target.</li> </ul>	15-18



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