

Audit report of the 2024–25
annual performance statements

Department of Parliamentary Services



INDEPENDENT AUDITOR'S REPORT on the 2024-25 Annual Performance Statements of the Department of Parliamentary Services

To the Minister for Finance

Unqualified Conclusion

In my opinion, the 2024-25 Annual Performance Statements of the Department of Parliamentary Services, (DPS):

- present fairly DPS' performance in achieving its purpose for the year ended 30 June 2025; and
- are prepared, in all material respects, in accordance with the requirements of Division 3 of Part 2-3 of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

Audit criteria

To assess whether the DPS' annual performance statements complied with Division 3 of Part 2-3 of the PGPA Act, I applied the following criteria:

- whether the entity's key activities, performance measures and specified targets are appropriate to measure and assess the entity's performance in achieving its purposes.
- whether the performance statements are prepared based upon appropriate records that properly record and explain the entity's performance.
- whether the annual performance statements present fairly the entity's performance in achieving the entity's purposes in the reporting period.

Accountable Authority's responsibilities.

As the Accountable Authority of DPS, the Secretary is responsible under the PGPA Act for:

- the preparation of annual performance statements that accurately present the DPS' performance in the reporting period and comply with the requirements of the PGPA Act and any requirements prescribed by the *Public Governance, Performance and Accountability Rule 2014* (the Rule).
- keeping records about the DPS' performance as required by the PGPA Act, and
- establishing internal controls that the Accountable Authority determines are appropriate to enable the preparation of annual performance statements.

Auditor's responsibilities for the audit of the performance statements

My responsibility is to conduct a reasonable assurance engagement to express an independent opinion on the DPS' annual performance statements.

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which include the relevant Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Auditing and Assurance Standards Board.

Procedures were planned and performed to obtain reasonable assurance about whether the annual performance statements of the entity present fairly the entity's performance in achieving its purposes and comply, in all material respects, with the PGPA Act and Rule.

The nature, timing and extent of audit procedures depend on my judgment, including the assessment of the risks of material misstatement, whether due to fraud or error, in the annual performance statements. In making these risk assessments, I obtain an understanding of internal controls relevant to the preparation of the annual performance statements in order to design procedures that are appropriate in the circumstances.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my unqualified conclusion.

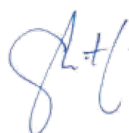
Independence and quality control

I have complied with the independence and other relevant ethical requirements relating to assurance engagements and applied Auditing Standard ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements* in undertaking this assurance engagement.

Inherent limitations

Because of the inherent limitations of an assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all instances of non-compliance of the annual performance statements with the PGPA Act and the Rule as it is not performed continuously throughout the period and the assurance procedures performed are undertaken on a test basis. The reasonable assurance conclusion expressed in this report has been formed on the above basis.

Australian National Audit Office



George Sotiropoulos
Group Executive Director
Delegate of the Auditor-General

Canberra
11 September 2025



PERFORMANCE

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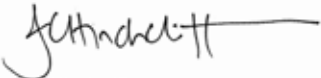
Department of Parliamentary Services 2024-25 Annual Report

Annual Performance Statements

Statement of preparation

I, Jaala Hinchcliffe, as the Accountable Authority of the Department of Parliamentary Services, present the 2024-25 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 department's performance and comply with section 39(2) of the PGPA Act and section 16F(2) of the PGPA Rule.



Jaala Hinchcliffe
Secretary

11 September 2025

SUMMARY OF RESULTS AGAINST PERFORMANCE MEASURES

At the end of 2024–25, DPS achieved 11 out of the 13 performance measures outlined in the DPS Corporate Plan 2024–25. Key achievements included:

- Leveraging a mix of technologies such as cloud services and resilient infrastructure which achieved high availability of the core parliamentary systems during the reporting period.
- Maintaining 100% availability of the chamber broadcast system through no outages related to the chamber audio system during the reporting period.
- Exceeding performance targets in satisfaction with events and guided specialty tours through well-organised sessions, knowledgeable facilitators and providing a welcoming environment.

DPS did not achieve two targets in 2024–25 on satisfaction with ICT service quality and secure ICT systems. Key factors contributing to these results included:

- Comments provided to the Building Occupant Satisfaction Survey (BOS) 2025 on ICT services identified areas for improvement in the provision of laptop upgrades, improvement to communication and escalation of issues to the correct technical team and the new telephony platform.
- Utilising methodologies that did not appropriately account for identifying provision of secure ICT systems.
- Changing the methodology for how positive results in BOS 2025 were calculated to exclude “Neither Satisfied nor Dissatisfied” from the overall positive result.

TABLE 2: Summary of performance results

Outcome 1: 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	
Purpose: DPS provides professional support, advice and facilities to Parliament and Parliamentarians independently of the Executive Government of the Commonwealth. We are focused on supporting the work of the Australian Parliament by providing effective, high quality and sustainable services to Parliamentarians and building occupants	
Performance Measure	Result
1. Maintain availability of core parliamentary ICT systems	Achieved
2. Satisfaction with ICT service quality	Not Achieved
3. Provide secure ICT systems	Not Achieved
4. Satisfaction with the delivery of impartial and timely information, analysis and advice to the Australian Parliament through research services and the Parliamentary Library's collections and information services	Achieved
5. Proof Hansard reports delivered within agreed timeframes and accuracy parameters to support the effective functioning of the Parliament and its committees	Achieved
6. Broadcasting systems availability	Achieved
7. Participant satisfaction with event experience	Achieved
8. Satisfaction with visitor experience including customer service, exhibits, tours, programs and facilities	Achieved
9. Satisfaction with onsite services including events, building maintenance and appearance of the building internally and externally	Achieved
10. Capital Works projects delivered within budget and against milestones	Achieved
11. Effectiveness of the design integrity process	Achieved
12. Ongoing monitoring of security arrangements at Parliament House to respond to the changing security environment balancing safety, security and accessibility	Achieved
13. Support effective stakeholder engagement to enhance accessibility and the experience of people visiting and working within Parliament House, consistent with the Dignified Access and User Experience in Parliament House Report	Achieved

ANNUAL PERFORMANCE STATEMENTS

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

Key Activity 1: Ensure technology infrastructure reflects the current and future needs of the Parliament, including through continually reviewing the cyber security of systems and processes.

Performance Measure 1: Maintain availability of core parliamentary ICT systems			
Methodology	Measured from data extracted from the ServiceNow IT service management system based on records where a disruption to service is encountered.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	90%	Result	99%, Achieved
Data source	ServiceNow IT service management system, page 17 Corporate Plan 2024–25		
Changes from previous year	Continuing (wording change)		
Analysis	<p>The department reports on the availability of core systems to ensure information and communications technology (ICT) infrastructure reflects the current and future needs of the Parliament.</p> <p>The availability of core parliamentary systems exceeded the performance target with no significant outages of the four core parliamentary systems during the reporting period. The department continues to leverage a mix of technologies, including cloud services and resilient infrastructure which contributed to the high availability of core parliamentary ICT systems.</p> <p>The department calculated ICT availability across four core parliamentary systems in the reporting period. These systems were:</p> <ul style="list-style-type: none">• Table Office Production System (TOPS)• Dynamic Red• Live Minutes, and• Email. <p>System availability was calculated using data from ServiceNow which takes into consideration agreed service time and unscheduled downtime. Unscheduled downtime was calculated based on system outages logged as priority 1 and 2 incidents in ServiceNow. Scheduled downtime was excluded from the availability calculation.</p> <p>The availability of core parliamentary ICT systems was 100% for 10 months of the reporting period. For two months, availability was over 99.9%. The overall result was 99% for the reporting period, resulting in this measure being achieved.</p>		
Notes			

Performance Measure 2: Satisfaction with ICT service quality

Methodology Measured by survey feedback.

Source Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25

Target 85% **Result** 78%, Not Achieved

Data source Building Occupant Satisfaction Survey 2025, page 17 Corporate Plan 2024–25

Changes from previous year Continuing (wording change)

Analysis This measure was assessed through the Building Occupant Satisfaction Survey (BOS) 2025, which included specific questions relating to:

- ICT equipment and services
- Service Desk – Responsiveness, and
- Service Desk – Resolution of Issues.

Of the total BOS population, 90% (350 of the 387 survey respondents) indicated they had used information and communications technology (ICT) services in the previous 12 months.

Survey respondents commented on areas that, if addressed, could show an improvement in our results. Comments related to the provision of upgraded laptops, improved communication, escalation of issues to the correct technical team, and the new telephony platform.

Provision of equipment and services, responsiveness and resolutions are a key focus of the department. Factors which contributed to the overall result may include changes to equipment related to the modern telephony platform for parliamentary departments, Parliamentarians and their staff, and non-scheduled replacements in the reporting period.

The department continually looks for opportunities to improve services. Towards the end of the reporting period, the department commenced the deployment of updated ICT equipment, including monitors and computer equipment for electorate offices. In response to feedback on the telephony platform to Parliamentarians and their staff, the department provided additional support and training materials to support the transition.

During the reporting period, the department changed the methodology for how the positive result was calculated for the BOS. Previous year results incorporated responses of “Neither Satisfied nor Dissatisfied” in the overall positive result. The methodology was changed so that responses of only “Satisfied” and “Very Satisfied” were included in the positive result. The overall satisfaction rating was therefore 78% against a Target of 85%, resulting in this measure being not achieved.

Notes This measure is being retired in 2025–26. A departmental review of performance measures concluded that it no longer provides an effective means of assessment in this area. In place of this measure, the number of systems included in the availability of core parliamentary ICT systems will be expanded in 2025–26.

Performance Measure 3: Provide secure ICT systems

Methodology	Projects delivered in accordance with the strategic themes and goals in the Parliament of Australia Digital Strategy 2023–27. Project milestones will be monitored through quarterly progress reporting against the strategy.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	85%	Result	83%, Not Achieved
Data source	Self-reporting, page 17 Corporate Plan 2024–25		
Changes from previous year	New		
Analysis	<p>This was a new performance measure in 2024–25 and was assessed by two measures aligned with the delivery of information and communications technology (ICT) projects:</p> <ol style="list-style-type: none"> 1. Projects Delivered According to Planned Milestones <p>This measure was used to assess the department’s ability to deliver ICT-related projects and outcomes. Milestone data was sourced from the Milestone Register, drawing on monthly project reports, project change requests, and approved business cases. Of the 147 baselined milestones, 24 were not met. Key contributing factors to the result included procurement processing and changes impacting resourcing. This measure achieved an 84% result against a Target of 85%, resulting in this part of the measure not being achieved.</p> 2. Projects Delivered Within Baselined Budget <p>In 2024–25, the department tracked the percentage of projects delivered within budget tolerance as a measure of financial discipline and project success. This measure aimed to ensure effective cost control throughout the project lifecycle and provided insight into the overall financial health of ICT initiatives. Financial data was captured through monthly reports and project closure reports and reviewed regularly to support informed decision-making. Of the 20 projects baselined for closure, 18 were formally closed, with three exceeding budget tolerance levels. This measure achieved an 83% result against a Target of 85%, resulting in this part of the measure not being achieved.</p> <p>The two measures were combined with an equal weight average to calculate the final result. The overall result was 83% against a Target of 85%, resulting in this measure not being achieved.</p> 		
Notes	This measure is being retired in 2025–26. During the reporting period, the department identified that this measure did not provide performance information about the security of the department’s ICT systems. The department is committed to delivering effective and best practice cyber security as reflected in the Parliament of Australia Digital Strategy 2023–27.		

Key Activity 2: Parliamentary Library services are available to Parliamentarians with a focus on impartiality and timelines.

Performance Measure 4: Satisfaction with the delivery of impartial and timely information, analysis and advice to the Australian Parliament through research services and the Parliamentary Library’s collections and information services

Methodology	Key priorities for the Parliamentary Library are approved each year by the Presiding Officers as part of the Parliamentary Library’s Annual Resource Agreement (the Agreement). The Library monitors client satisfaction and deliverables in accordance with the Agreement. Annual surveys of clients will be conducted from 2024–25 to support the existing triennial surveys conducted.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	90%	Result	96%, Achieved
Data source	Library survey, page 18 Corporate Plan 2024–25		
Changes from previous year	Continuing (wording change)		
Analysis	<p>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.</p> <p>Key priorities and performance indicators are approved each year by the Presiding Officers as part of the Library’s Annual Resource Agreement. One metric in the resource agreement is an overall client satisfaction rating derived from an independent evaluation of the library’s services which is conducted each Parliament and is the basis of the performance result for this measure.</p> <p>This year’s result is derived from the overall satisfaction rating in the most recent triennial Australian Parliamentary Library Client Service Evaluation 2024, carried out in 2023–24. The evaluation measures performance and client satisfaction levels.</p> <p>The evaluation was qualitative and quantitative, involving a survey population of 195 Parliamentarians and staff and 16 Committee staff. 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 previous two years. The positive result was based on the percentage of respondents that answered Extremely Satisfied, Very Satisfied or Quite Satisfied. The overall result was 96% against a Target of 90%, resulting in this measure being achieved.</p>		

Performance Measure 4: Satisfaction with the delivery of impartial and timely information, analysis and advice to the Australian Parliament through research services and the Parliamentary Library's collections and information services**Notes**

In 2024–25 the Library participated in an annual survey with the aim to provide additional insight into performance and further support the triennial survey. The annual survey was included in the department's Building Occupant Satisfaction Survey 2025. The response rate from eligible Library clients was statistically insufficient to draw a conclusion. Accordingly, the results from the annual survey have not been reported in 2024–25.

Further information on the Library can be found in Part 8 of the DPS Annual Report 2024–25.

Key Activity 3: Ensure the work of the Parliament is recorded, reported and digitally accessible.

Performance Measure 5: Proof Hansard reports delivered within agreed timeframes and accuracy parameters to support the effective functioning of the Parliament and its committees

Methodology	<p>Hansard chamber proofs are on time if published in full within three hours of the chamber rising when Parliament sits its regular scheduled hours.</p> <p>Hansard committee proofs are on time if they are delivered within the timeframes agreed with the committee secretariats.</p> <p>The error rate for chamber and committee transcripts is based on error reporting by transcript recipients. One month is provided for receipt of corrections and processing.</p>		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	85%	Result	87%, Achieved
Data source	Self-reporting ¹ , page 18 Corporate Plan 2024–25		
Changes from previous year	Continuing (wording change)		
Analysis	<p>Chamber and committee timeliness and accuracy contribute to this measure.</p> <p>Hansard chamber proofs were recorded as being on time if published in full within three hours of the chamber rising and Hansard committee proofs were recorded as being on time if they were delivered within the timeframes agreed with the committee secretariats, usually a period of between one and five working days from the date of hearing. In total, 460 of 550 chamber and committee transcripts were delivered within agreed timeframes. Timeliness was affected by a high committee workload, particularly in August and November 2024. This measure achieved an 84% result against a Target of 85%, resulting in this part of the measure not being achieved.</p> <p>The accuracy error rate for chamber and committee transcripts was calculated on the number of errors per transcript pages and was based on the 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, also on a one-month delay, by the date corrections were processed and the transcript made official. Chamber error data was entered into the Parliamentary Information Management System on a per-transcript basis, and error data and page numbers were obtained from system generated reports. This measure achieved a 90% result against a Target of 85%, resulting in this part of the measure being achieved.</p> <p>The two measures were combined with an equal weight average to calculate the final result. The overall result was 87% against a Target of 85%, resulting in this measure being achieved.</p>		
Notes	1 The data source for this measure is the Parliamentary Information Management System.		

Performance Measure 6: Broadcasting systems availability

Methodology	<p>A register is maintained of major disruptions to the sound reinforcement system in the chambers. Reportable major systems failures include where:</p> <ul style="list-style-type: none"> • a microphone is not activated within 30 seconds • system failure disrupts scheduled sitting of Parliament • the public address system fails for more than five minutes, or • the broadcast audio feed fails for more than 10 seconds. 		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	90%	Result	100%, Achieved
Data source	System statistics ¹ , page 19 Corporate Plan 2024–25		
Changes from previous year	Continuing		
Analysis	<p>Outages were recorded in the Major System Failure Monthly Report. Only system failures or outages that directly impact chamber proceedings were reported.</p> <p>The reporting period saw approximately 976 hours of chamber broadcasts comprising 181 hours for the Federation Chamber, 388 hours for the House of Representatives Chamber, and 407 hours for the Senate Chamber. As the 47th Parliament was prorogued on the 28 March 2025, the Parliament did not sit for the remainder of the reporting period. This resulted in a reduced number of chamber broadcast hours.</p> <p>No recorded outages related to the chamber audio system were reported during the reporting period. The department maintains highly redundant broadcasting systems and staff who operate the systems receive consistent development and training which has contributed to the department's strong results.</p> <p>The overall result was 100% against a Target of 90%, resulting in this measure being achieved.</p>		
Notes	1 The data source for the measure is the Major System Failure Monthly Report.		

Strategic Priority 2: Enhance the Parliament’s engagement with the community

Key Activity 4: Support community and visitor engagement with the Parliament through both physical and digital initiatives.

Performance Measure 7: Participant satisfaction with event experience			
Methodology	Measured by surveys of visitors who book tickets to tours and events at Parliament House. Visitors are asked a series of questions and to rate their experience on a five-point scale from Very Satisfied (5) to Very Dissatisfied (1). Scores are averaged to determine an overall total. This information is reported and reviewed monthly.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	85%	Result	92%, Achieved
Data source	Satisfaction surveys, page 20 Corporate Plan 2024–25		
Changes from previous year	Continuing (wording change)		
Analysis	<p>The department delivers a range of public events and guided specialty tour experiences to support community and visitor engagement at Australian Parliament House. Some of the events and guided specialty tour experiences delivered in the reporting period included:</p> <ul style="list-style-type: none">• NAIDOC Week 2024 – Bush Animal Workshop• NAIDOC Week 2024 – Storytelling Workshop• Unconformity Tour 2024• Indigenous Stargazing 2025• Enlighten 2025• Autumn Courtyard Tour 2025 <p>Participant satisfaction was measured via surveys. Attendees rated their experience on a five-point scale, with results averaged across the reporting period.</p> <p>The department received 145 survey responses from ticketed event and guided tour attendees during the reporting period. Feedback consistently reflected high satisfaction, with participants highlighting well-organised sessions, knowledgeable facilitators, and a welcoming environment. In response to strong demand for the Autumn Courtyard Tour, additional sessions were offered.</p>		

Performance Measure 7: Participant satisfaction with event experience

Satisfaction with visitor experience was calculated by combining the satisfied responses to the following questions:

- If you used our ticketing system to book tickets, how would you rate its ease of use?
- We take the safety and security of all who visit and work in Parliament House extremely seriously. How would you rate your experience with the security screening process?
- Thinking about the event you attended, how would you rate the experience, content and presenter?
- If you visited the Parliament Shop, how would you rate the customer service you received?

The four questions were combined with an equal weight average to calculate the final result. The overall result was 92% against a Target of 85%, resulting in this measure being achieved.

Notes

Performance Measure 8: Satisfaction with visitor experience including customer service, exhibits, tours, programs and facilities

Methodology	Measured by surveys of visitors who book tickets to tours and events at Parliament House. Visitors are asked a series of questions and to rate their experience on a five-point scale from Very Satisfied (5) to Very Dissatisfied (1). Scores are averaged to determine an overall total. This information is reported and reviewed monthly.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	85%	Result	94%, Achieved
Data source	Satisfaction surveys, page 20 Corporate Plan 2024–25		
Changes from previous year	Continuing (wording change)		
Analysis	<p>To support satisfaction with visitor experience, including customer service and tours, feedback was collected via post attendance surveys sent to all confirmed ticket holders for tours, with responses rated on a five-point scale, with results averaged across the reporting period.</p> <p>The department received 1,589 survey responses from attendees of tour offerings. Some of the department’s tours included:</p> <ul style="list-style-type: none"> • The Best of Parliament • The Best of Parliament – Auslan • Architecture of Parliament House • Art and Politics • Heart of the House <p>Communication strategies are being refined to better reach target audiences for specialised offerings to support visitors of all ages and for those who identify as neurodivergent including, but not limited to, Autism Spectrum Disorder, Attention Deficit Hyperactivity Disorder, Dyslexia, Dyscalculia, Dyspraxia and Tourette Syndrome.</p> <p>To enhance the visitor experience and meet demand, additional tours were scheduled when sessions reached capacity. Tour guide performance and scripts were regularly reviewed to ensure alignment with visitor expectations, and feedback was incorporated where feasible to support continuous improvement.</p>		

Performance Measure 8: Satisfaction with visitor experience including customer service, exhibits, tours, programs and facilities

Satisfaction with visitor experience was calculated by combining the satisfied responses to the following questions:

- If you used our ticketing system to book tickets, how would you rate its ease of use?
- We take the safety and security of all who visit and work in Parliament House extremely seriously. How would you rate your experience with the security screening process?
- Thinking about the tour you attended, how would you rate the experience, content and presenter?
- If you visited the Parliament Shop, how would you rate the customer service you received?

The four questions were combined with an equal weight average to calculate the final result. The overall result was 94% against a Target of 85%, resulting in this measure being achieved.

Notes

During the reporting period, the department identified that the methodology for this measure did not provide performance information for exhibits, programs or facilities. Wording for this performance measure has been clarified in 2025–26.

Strategic Priority 3: Effective Stewardship of Parliament House

Key Activity 5: Develop and implement asset maintenance programs to effectively maintain the Parliamentary precincts.

Performance Measure 9: Satisfaction with onsite services including events, building maintenance and appearance of the building internally and externally			
Methodology	Measured by feedback obtained through the annual Building Occupant Satisfaction Survey. Responses are sought on a five-point scale from Very Satisfied (5) to Very Dissatisfied (1).		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	85%	Result	90%, Achieved
Data source	Satisfaction Survey, page 21 Corporate Plan 2024–25		
Changes from previous year	New		
Analysis	<p>The department delivers a wide range of services as part of its regular maintenance program. This measure was intended to understand the satisfaction of building occupants with the maintenance and appearance of the building internally and externally. Satisfaction levels were determined through the Building Occupant Satisfaction Survey (BOS) 2025.</p> <p>Of the total survey population, 59% (230 of the 387 survey respondents) indicated that they had used Landscape, Building Maintenance or Cleaning services in the previous 12 months. Responses were provided to the following questions:</p> <ul style="list-style-type: none">• Satisfaction with facilities availability and building condition (maintenance and appearance) achieved a score of 90%.• Satisfaction with landscape condition and appearance achieved a score of 98%.• Satisfaction with service responsiveness achieved a score of 84%. <p>During the reporting period, the department changed the methodology for how the positive result was calculated for the BOS. Previous year results incorporated responses of “Neither Satisfied nor Dissatisfied” in the overall positive result. The methodology was changed so that responses of only “Satisfied” and “Very Satisfied” were included in the positive result.</p> <p>The three questions were combined with an equal weight average to calculate the final result. The overall satisfaction rating was 90% against a Target of 85%, resulting in this measure being achieved.</p>		
Notes	<p>During the reporting period, the department identified that the methodology for this measure did not provide performance information for events.</p> <p>Wording for this performance measure has been clarified in 2025–26.</p>		

Performance Measure 10: Capital Works projects delivered within budget and against milestones

Methodology	Measured by tracking project expenditure against the delivery of the Administered Capital Works Plan and reported quarterly.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	85%	Result	92%, Achieved
Data source	Self-reporting, page 21 Corporate Plan 2024–25		
Changes from previous year	Continuing (wording change)		
Analysis	<p>The calculation method for this performance measure was based on the number of approved additional funding requests relative to the number of active projects.</p> <p>Performance was reported quarterly against Capital Works Program projects. Of 62 active projects in the 2024–25 program, five required additional funding throughout the reporting period due to factors such as an increase in project scope or contractor supply constraints.</p> <p>During the reporting period the department:</p> <ul style="list-style-type: none"> • completed seven Capital Works projects • progressed nine Capital Works projects from the design and planning stage to the delivery stage, and • had seven multi-year projects in the delivery stage. <p>The result was calculated by dividing projects within their full budget allocation by the number of active projects and multiplying it by 100. The overall result was 92% against a Target of 85%, resulting in this measure being achieved.</p>		
Notes	This measure is being retired in 2025–26. During the reporting period, the department identified that this measure did not provide performance information about the delivery of capital works. In 2025–26 a new Target for building and landscape management will be implemented under a broader performance measure.		

Key Activity 6: Develop and implement strategic proposals that apply the management of Design Integrity Framework to ensure changes maintain or enhance the building and the landscape.

Performance Measure 11: Effectiveness of the design integrity process			
Methodology	The Design Integrity process ensures that DPS maintains the original design intent of Australian Parliament House. Effectiveness of the process is assessed through a combination of quarterly meetings, ad hoc meetings and an annual survey of the Moral Rights Administrators. The assessment of effectiveness is based on analysis of the number and type of interactions undertaken, consultation and engagement by DPS on projects including on Capital Works and maintenance within the building.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services Corporate Plan 2024–25		
Target	Effective	Result	Effective, Achieved
Data source	Regular consultation with stakeholders and annual survey of Moral Rights Administrators ¹ , page 21 Corporate Plan 2024–25		
Changes from previous year	Continuing (wording change)		
Analysis	<p>The Design Integrity Framework:</p> <ul style="list-style-type: none">• 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. <p>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 Australian Parliament House. The department maintained regular communication with the Moral Rights Administrators and held design integrity meetings throughout the reporting period.</p> <p>As at 30 June 2025, the department received a combined response to annual survey letters from the Moral Rights Administrators. The Moral Rights Administrators considered the moral rights consultation process to be smooth and organised, maintaining good contact throughout the year as the department navigated various changes. The response assessed the functioning and effectiveness of the department’s consultation process on design integrity and moral rights matters as ‘effective’, resulting in this measure being achieved.</p>		
Notes	1 The data source for this measure is the annual survey of Moral Rights Administrators.		

Key Activity 7: Provide a safe and accessible environment for building occupants and visitors including through supporting the implementation of relevant recommendations from the Review of the Parliamentary Workplace: Responding to Serious Incidents and Set the Standard Report on the Independent Review into Commonwealth Parliamentary Workplaces.

Performance Measure 12: Ongoing monitoring of security arrangements at Parliament House to respond to the changing security environment balancing safety, security and accessibility

Methodology	Meeting reporting and delivery obligations to the DPS Security Committee, APH Security Management Board and Presiding Officers on security and safety matters as established under their respective Terms of Reference and APH Security Policy and Governance Framework. Regular reporting provides monitoring of security arrangements and maintains visibility and approvals of the changing security environment.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services Corporate Plan 2024–25		
Target	100%	Result	100%, Achieved
Data source	Self-reporting, page 22 Corporate Plan 2024–25		
Changes from previous year	New		
Analysis	<p>DPS operates within a dynamic and evolving security landscape, which is reflected in our proactive approach to monitoring, adapting, and enhancing security arrangements at Australian Parliament House. We remain committed to carefully balancing the priorities of safety, security, and accessibility.</p> <p>The methodology underpinning the assessment of this performance measure focused on regular monitoring and reporting of security arrangements at Australian Parliament House to relevant security committees, boards, and the Presiding Officers. The department met its obligations during the reporting period, resulting in this measure being achieved.</p>		
Notes	This measure is being retired in 2025–26. During the reporting period, the department identified that reporting performance against activity-based functions, such as monitoring, reporting, and stakeholder engagement, does not provide meaningful performance information. The department will explore alternative approaches to measure and report on security capability during 2025–26.		

Performance Measure 13: Support effective stakeholder engagement to enhance accessibility and the experience of people visiting and working within Parliament House, consistent with the Dignified Access and User Experience in Parliament House Report

Methodology	DPS supports the Presiding Officers in their oversight of the Report. Measured by reporting quarterly on the progress of consideration and implementation of Report recommendations by all parliamentary stakeholders.		
Source	Portfolio Budget Statements 2024–25, Program 1.1 Parliamentary Services, Corporate Plan 2024–25		
Target	100%	Result	100%, Achieved
Data source	Self-reporting, page 22 Corporate Plan 2024–25		
Changes from previous year	New		
Analysis	<p>The intention of this measure was to report on performance in supporting effective stakeholder engagement to enhance accessibility and the experience of people visiting and working within Australian Parliament House, consistent with the Dignified Access and User Experience of Parliament House Report.</p> <p>This measure was self-reported through quarterly reporting on the progress of the consideration and implementation of report recommendations by all parliamentary stakeholders. The achievement of this measure was based on the provision of quarterly reporting from the Dignified Access Review (DAR) Working Group to the Parliamentary Access and Inclusion Champions Group during the reporting period.</p> <p>All quarterly reporting was provided with the overall result being 100% against a Target of 100%, resulting in this measure being achieved.</p>		
Notes	This measure is being retired in 2025–26. During the reporting period, the department identified that this measure did not provide performance information. The department will explore alternative approaches to measure performance that more accurately reflect the department’s delivery of projects resulting from the DAR.		