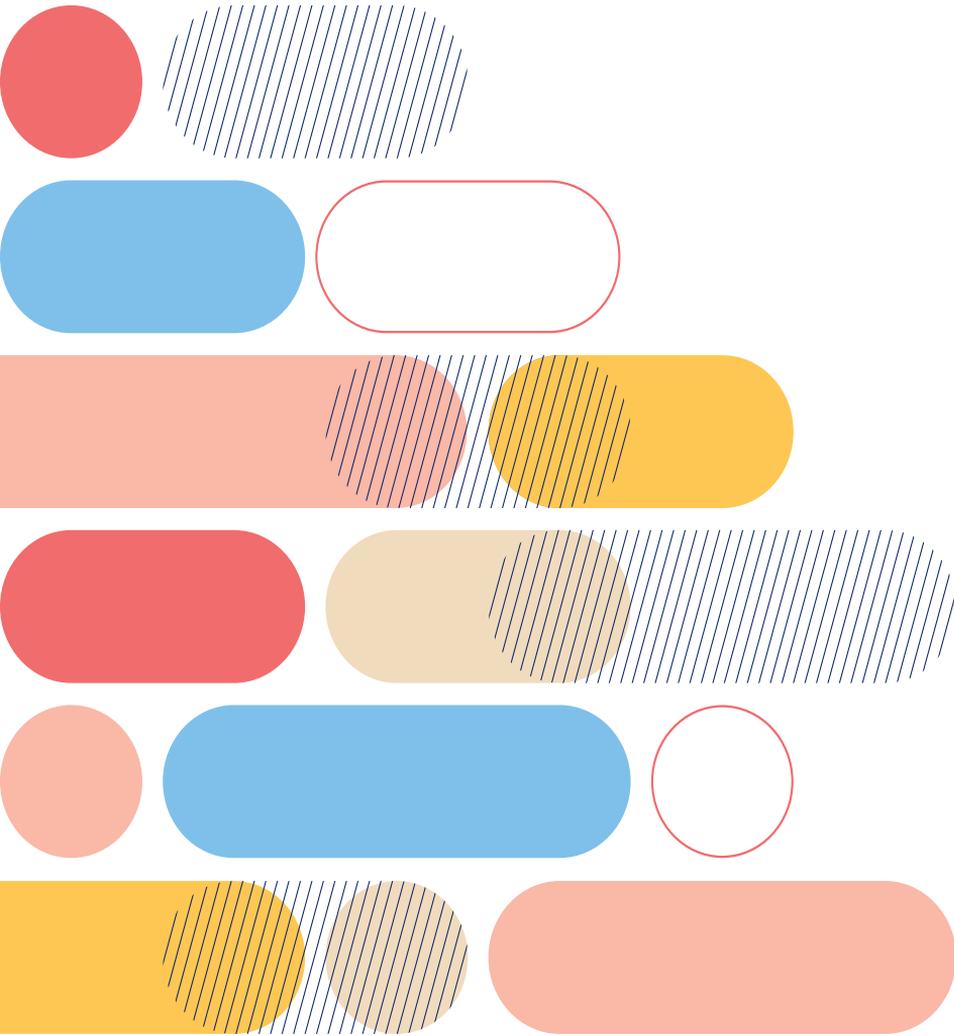




Parliamentary Workplace
Support Service

Annual Report

2023–24



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Accessing this report online

An online version of this report and further information about the PWSS are available on the PWSS website at www.pwss.gov.au.

The annual report can also be found at www.transparency.gov.au.

Feedback and enquiries

Enquiries about the annual report are welcome and should be directed to:

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Parliamentary Workplace Support Service

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Cover image artwork

Australian Parliament House at Sunrise. Image: David Foote, Auspic/DPS.



About this report

This is the Chief Executive Officer's report to the Special Minister of State on the performance of the Parliamentary Workplace Support Service (PWSS) for the financial year 2023–24, following its establishment on 1 October 2023 as an independent statutory authority within the Finance portfolio.

This report describes the operations and performance of the PWSS during the period 1 October 2023–30 June 2024. It was prepared to meet legislated reporting requirements.

Part 1. Agency overview

Introduces the PWSS with a description of our agency.

Part 2. Annual performance statements

Presents our Annual Performance Statement for 2023–24.

Part 3. Management and accountability

Details our management and accountability processes, including corporate governance, policy initiatives, external scrutiny, human resources, and a review of financial management for 2023–24.

Part 4. Financial statements

Presents our audited Financial Statements for 2023–24.

Part 5. Appendices

Provides additional information including an index of requirements and where to find this information in the report.

Acknowledgement of Country

The Parliamentary Workplace Support Service acknowledges Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures and to Elders past and present.



Contents

Use of the Coat of Arms.....	iv
Feedback and enquiries.....	iv
Part 1: Agency overview.....	1
About us.....	2
Our purpose.....	2
Our outcomes.....	2
Our roles and functions.....	2
Human resources function.....	2
Support function.....	3
Complaint resolution function.....	3
Policy development function.....	3
Education and training function.....	4
Review function.....	4
Reporting.....	4
Our organisational structure.....	4
Our people.....	6
Part 2: Annual performance statements.....	7
Performance and outcomes.....	8
Overview.....	8
Partnerships.....	9
Establishment of the PWSS.....	10
Set the Standard recommendations — Implementation progress.....	11
Functional outcomes and key highlights.....	20
Part 3: Management and accountability.....	29
Governance structure.....	30
Committees supporting our business.....	30
Executive Roundtable.....	30
Audit and Risk Committee.....	30



Other committees and boards	32
PWSS Advisory Board	32
Work Health and Safety Committee	35
Risk management.....	35
Our risk management framework.....	35
Business continuity management	35
Internal audit	35
Fraud and corruption control	36
Ethical standards.....	36
Complaints management	37
Freedom of information	37
Privacy.....	37
Privacy incidents.....	37
External scrutiny	38
Reports by the Australian National Audit Office	38
Reports by the Commonwealth Ombudsman	38
Judicial decisions	38
Parliamentary committees.....	38
Supporting our people	39
Overview	39
Learning and development	39
Diversity and inclusion.....	40
Remuneration and employment conditions.....	40
Non-salary benefits	40
Performance and capability framework	41
Work health and safety.....	41
Initiatives.....	41
Comcare premium	42
Notifiable incidents	42
Investigations and notices	42



Managing our finances	43
Financial overview	43
Consultants	43
Non-consultancy contracts	43
Australian National Audit Office access clauses.....	44
Exempt contracts	44
Purchasing	44
Procurement initiatives to support small business.....	44
Part 4: Financial statements	47
Statement by the Chief Executive Officer and the Chief Financial Officer	51
Budget variance commentary	60
Overview	61
Financial performance	63
Expenses.....	63
Own-source revenue and gains	64
Financial position	65
Financial assets.....	65
Other non-financial assets.....	65
Payables.....	66
Funding	67
Appropriations	67
Net cash appropriations	68
People and relationships	69
Employee provisions	69
Related party disclosures	69
Key management personnel remuneration.....	70
Managing uncertainty	71
Contingent liabilities and contingent assets	71
Financial instruments	71



Other information	72
Current/non-current distinction for assets and liabilities	72
Restructuring	73
Restructuring	73
Part 5: Appendices	75
Appendix A	76
Entity resource statement.....	76
Appendix B	79
Advertising and market research	79
Appendix C	80
Ecologically sustainable development and environmental performance.....	80
Emissions reporting.....	81
Greenhouse gas emissions inventory (location based).....	81
Electricity greenhouse gas emissions	82
Appendix D	83
Disability reporting.....	83
Appendix E	84
Digital reporting tool data — non-corporate commonwealth entities	84
Appendix F	98
Legal services expenditure reporting.....	98
Appendix G	99
Abbreviations and acronyms	99
Appendix H	101
List of requirements	101
Appendix I	111
Index.....	111





Parliamentary Workplace
Support Service

Chief Executive Officer

Senator the Hon Don Farrell
Special Minister of State
Parliament House
CANBERRA ACT 2601

Dear Minister

I am pleased to present the Parliamentary Workplace Support Service's (PWSS) Annual Report for the financial year 2023–2024.

This report has been prepared in accordance with section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), which requires that you table the report in Parliament. The report reflects the matters dealt with and legislation administered by the entity as at 30 June 2024.

The report includes the PWSS's audited financial statements and the Auditor-General's report as required by the PGPA Act subsection 43(4).

As required by the *Public Governance, Performance and Accountability Rule 2024* section 10, I certify that:

- The entity has in place appropriate fraud prevention, detection, investigation and reporting mechanisms that meet its specific needs, and
- I have introduced measures to ensure there are controls in place to deal with any fraud relating to the entity.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Leonie McGregor', is written over a light blue circular background.

Leonie McGregor
Chief Executive Officer
21 October 2024



Chief Executive Officer's Review

Since its initial establishment in September 2021 the PWSS has evolved to provide an end-to-end Human Resource service for parliamentarians and their staff, and a support service for all who work in Commonwealth Parliamentary Workplaces. Although a relative newcomer to the Parliamentary framework, the PWSS has been well supported and utilised. The PWSS continues to evolve its offerings based on feedback and requests for the kind of education and training that will support safe, respectful, and professional workplaces.

In the period between October 2023 to June 2024 the PWSS was engaged in a broad range of activities, key amongst them being the establishment of the PWSS as an independent statutory agency, the launch of the PWSS Academy to provide a central access point for learning and development programs, the finalisation of consultations for the Review of Resourcing in Parliamentarians Offices and establishment of the PWSS Advisory Board.

Over the coming year we look forward to further developing our capability in some particular areas so that we can deliver our functions. We will be assisting with the establishment of the Independent Parliamentary Services Commission which marks the final major structural piece envisioned in *Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces*.

The PWSS will have a major role in supporting parliamentarians and their staff through any changes as a result of the next federal election due in 2025. These transition periods create additional challenges for all those working in Commonwealth Parliamentary Workplaces and the PWSS is mindful of the importance of providing guidance and advice as the 47th parliament ends and the 48th parliament begins.

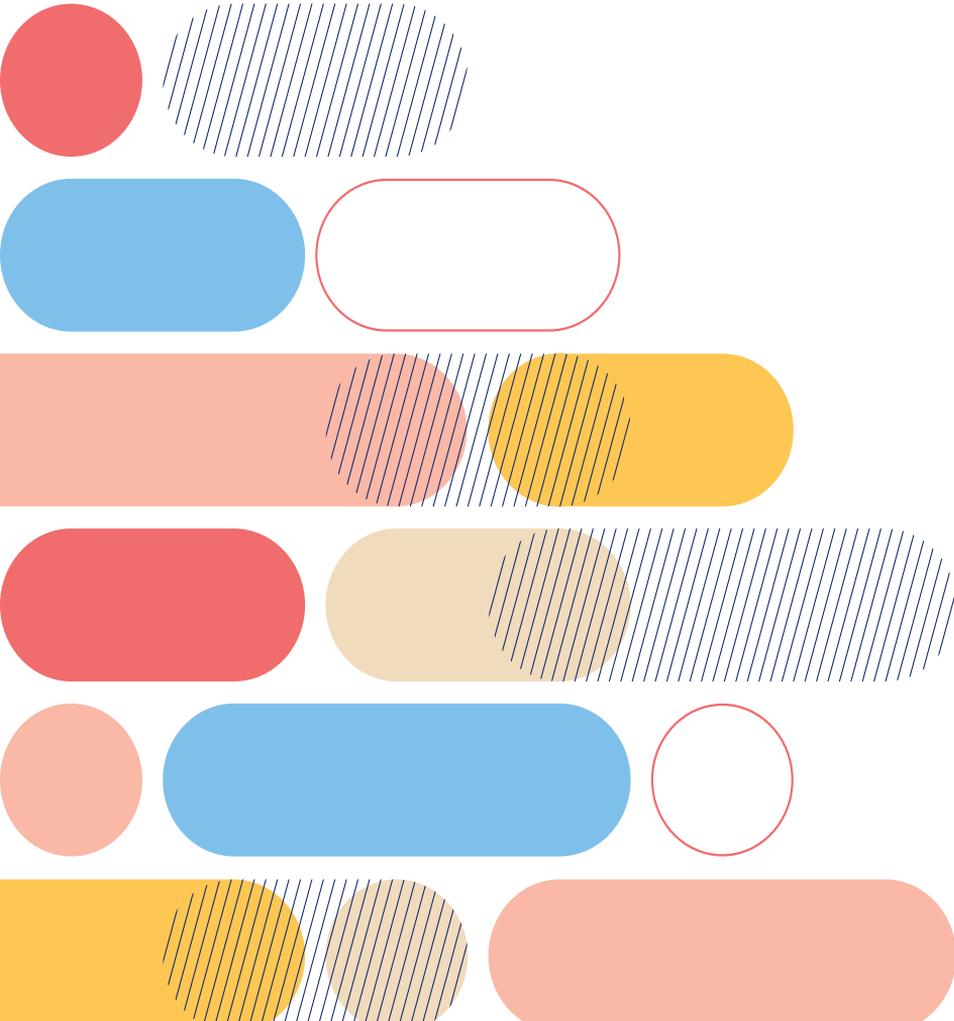
I would like to acknowledge all parliamentarians, their staff and all those who work in Commonwealth Parliamentary Workplaces for trusting us to support them in building safe and respectful workplaces. I would also like to thank the people of the PWSS — their professionalism, commitment and creativity are helping the PWSS to become a trusted organisation capable of helping to bring about the workplace culture change that will only strengthen our democracy in the future.



Part 1.

Agency Overview

Part one



About us

We are an independent, trusted Human Resource (HR) and support service driving cultural change in Commonwealth Parliamentary Workplaces (CPW). The agency was established by the *Parliamentary Workplace Support Service Act 2023* (the PWSS Act) in response to *Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces*. The PWSS is an independent statutory authority under the *Public Service Act 1999* and a non-corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013*. The PWSS is part of the Finance portfolio.

The Special Minister of State, Senator the Hon Don Farrell has responsibility for the PWSS.

Our purpose

To drive cultural change in CPWs by being trusted advisors providing confidential trauma aware human resource advice and support to CPW participants. We act independently to support a safe, respectful and inclusive culture for all those who work or volunteer in a CPW. We provide education and training opportunities to support a professional workplace.

Our outcomes

Our purpose is delivered under one outcome:

Outcome 1: Support Commonwealth parliamentary workplace participants to build and maintain safe and respectful workplaces, including by supporting positive cultural change and providing human resource functions to parliamentarians and their staff.

Our roles and functions

Prior to 1 October 2023 the PWSS provided a counselling and support function under the Parliamentary Services Commissioner. Following the establishment of the PWSS as an independent statutory agency our roles and functions expanded. We have several legislated functions and undertake a range of activities to support these.

Human Resources function

We deliver a broad range of HR advice and support to parliamentarians and *Members of Parliament (Staff) Act 1984* (MoP(S)) employees on employment lifecycle matters



such as job design, recruitment, probation, performance management, reviews of office structures and workplace resourcing. We also offer advice on suspension, terminations, and other general employment matters.

In addition, the PWSS provides work health and safety services, including the development and implementation of policies, practices, and management of safety risks to support a safe workplace.

Support function

We have continued to provide counselling and support services after our establishment as an independent agency. A team of counsellors, psychologists and social workers deliver 24/7 confidential trauma informed support services available for all current and former CPW participants.

Complaint resolution function

We assist all current and former CPW participants to resolve workplace complaints regarding alleged conduct that falls under the PWSS Act definition of relevant conduct. We work with all relevant and affected parties to resolve complaints in a timely and sensitive way, bringing in relevant expertise when required.

Relevant conduct as defined by the PWSS Act includes:

- Sexual assault
- Assault
- Sexual harassment
- Harassment
- Another person being bullied at work (within the meaning of the *Fair Work Act 2009*)
- Unreasonable behaviour towards another person that creates a risk to work health or safety
- Conduct that breaches a code of conduct, or a part of a code of conduct, that is prescribed by the PWSS Rules.

Policy development function

We develop HR policies to support MoP(S) employees in relation to complaint resolution, counselling and support services, and HR functions such as recruitment, performance and work health and safety.



Education and training function

The PWSS Academy was launched in April 2024 to facilitate access to the Professional Development Program (PDP) for MoP(S) employees. The PWSS Academy brings diverse learning material together in a single 'learning hub' to improve accessibility and the user experience.

Review function

Pending the establishment of the Independent Parliamentary Standards Commission (IPSC), the CEO can commission a workplace review in appropriate cases. The purpose of a workplace review is to assess allegations on the balance of probabilities and make recommendations, where allegations are sustained, to improve future conduct and the culture of CPWs.

Reporting

The PWSS must prepare a report at least annually that contains information and data on parliamentarians and MoP(S) employees as outlined at section 22 of the PWSS Act.

Our organisational structure

Our agency is led by the CEO and supported by a Deputy CEO. The CEO is also supported by an Executive Unit, and a Strategic Unit that manages governance, risk and performance functions for the agency.



From left: Leanne Martens (A/g Chief Operating Officer), Scott Mischke (Chief People Officer), Leonie McGregor (Chief Executive Officer), and Kate Wandmaker (Deputy CEO). Credit: Auspic, DPS/Mel Adams

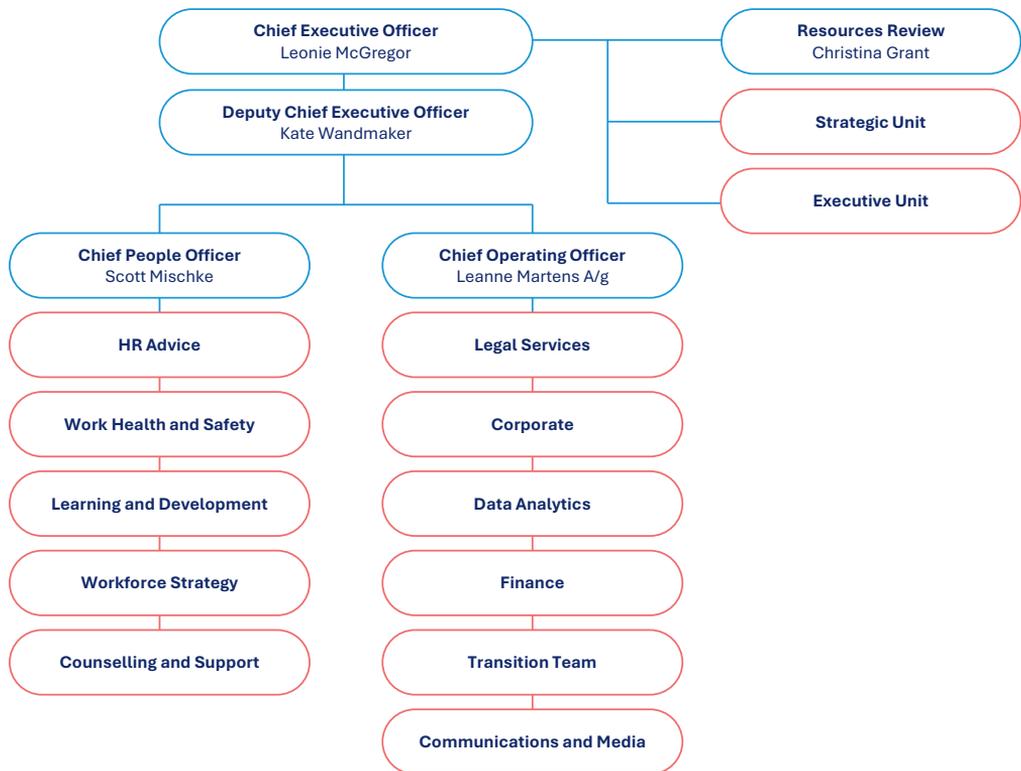


The PWSS has two branches. The Chief People Officer Branch is responsible for the provision of client facing services including learning and development, work health and safety, counselling and support services, and HR advice. The Chief Operating Officer Branch provides internal support services such as financial management, legal advice, communications, and other corporate functions.

A taskforce has also been formed to complete an independent review of resourcing in parliamentarian offices, due for completion in late 2024.

Our organisational structure as at 30 June 2024 is shown at Figure 1.

Figure 1: Organisational structure as at 30 June 2024



Our people

We are based within Parliament House, Canberra with some staff located within the Museum of Australian Democracy (also known as Old Parliament House).

As at 30 June 2024 our staff were employed by the Australian Public Service Commission (APSC) and the Department of Finance (Finance) and seconded to the PWSS until a section 72 determination under the *Public Service Act 1999* (the PS Act) can be made to move these employees to the PWSS. This determination, also referred to as a Machinery of Government (MoG) change, is due to occur in October 2024.

Staff were recruited in accordance with the PS Act and covered by the employment conditions of their home agency.

Our staff secondment profile as at 30 June 2024 is outlined at Table 1.

Table 1: PWSS staff secondment profile (headcount) as at 30 June 2024

	Ongoing	Non-ongoing	Casual	Total
APSC	27	1	6	34
Finance	23	2	1	26
Other Agencies	3	0	0	3
Total	53	2	7	63

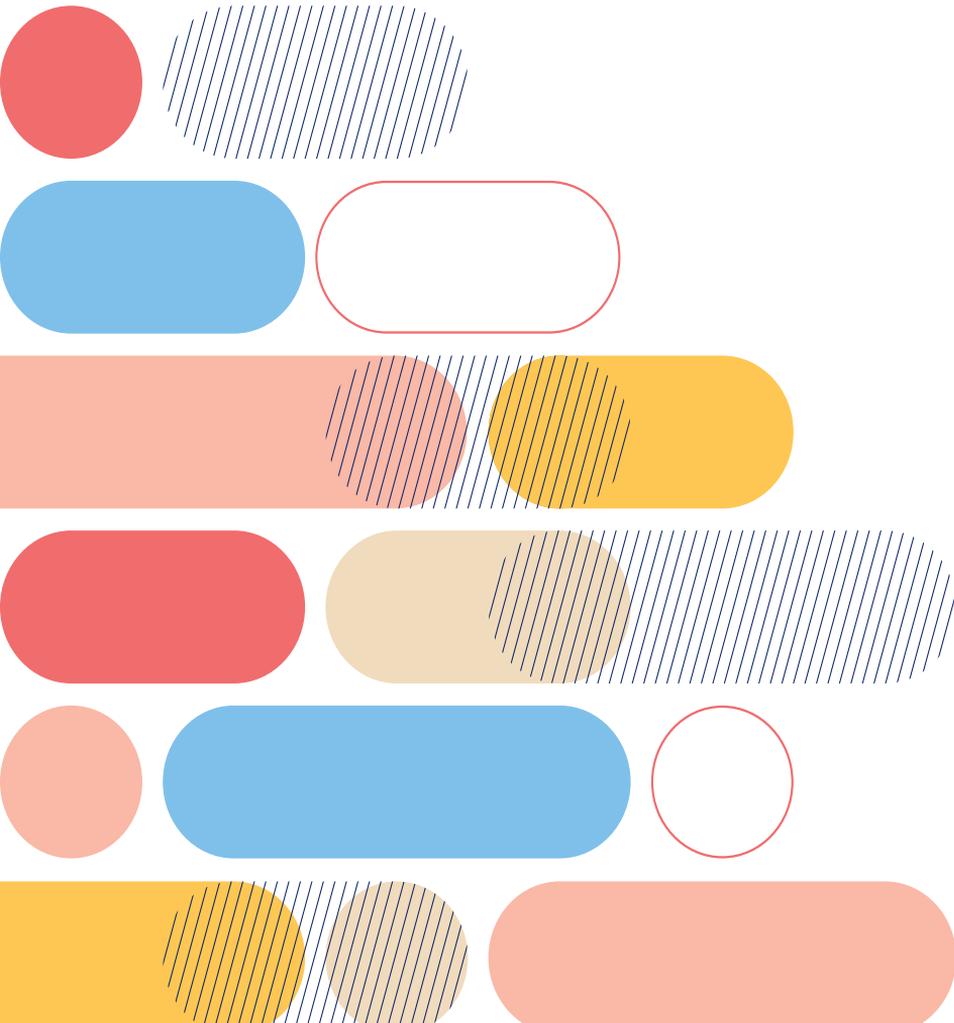
Corporate functions delivered in-house were supplemented by a number of corporate services delivered under Memorandum of Understanding (MoU) arrangements with the APSC and Finance. These MoU agreements covered human resources, accommodation, IT systems, security and financial services. From 15 April 2024, financial services were delivered by the Department of Parliamentary Services (DPS) under a separate arrangement.



Part 2.

Annual Performance Statements

Part two



Performance and outcomes

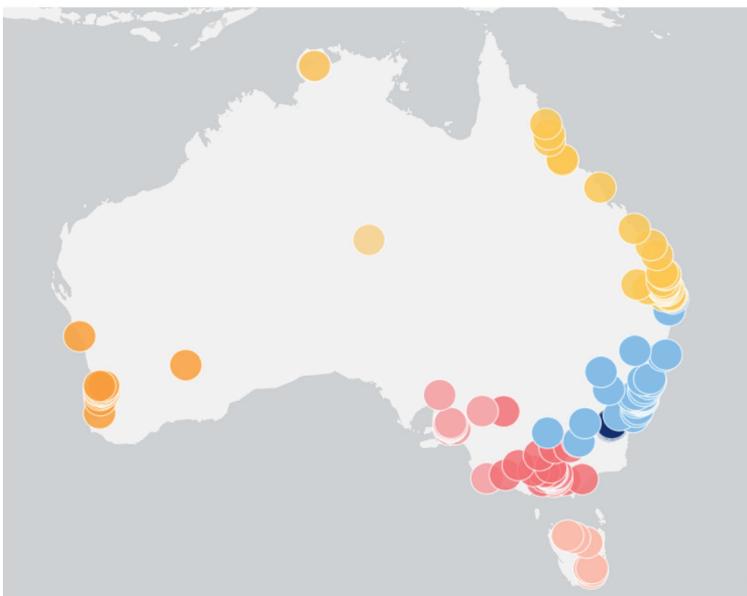
Overview

Since 1 October 2023 the PWSS has made significant progress in establishing ourselves as an independent statutory authority. Our focus has been on laying the groundwork and setting ourselves up for ongoing success to drive safe, respectful, and inclusive workplace environments across CPWs.

As set out in the Portfolio Additional Estimates Statements 2023–2024, our work directly supports CPW participants to build and maintain safe and respectful workplaces, including by supporting positive cultural change and providing human resource functions to parliamentarians and their staff.

Throughout the year, we have worked hard to continuously develop our expertise as trusted HR advisors, delivering expanded HR functions and support services to a geographically dispersed client base of over 2,000 employees in 227 locations. Figure 2 shows a map of our stakeholder base.

Figure 2: Locations of electorate offices



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Our key achievements during the reporting period include:

- Establishment of the PWSS as an independent statutory authority, marking a significant milestone in our governance and operational frameworks
- Establishment of corporate governance and advisory bodies, the Audit Risk Committee and the PWSS Advisory Board, with both holding their first meetings
- Launch of the PWSS Academy, introducing new, tailored education and training programs to build capability across the Parliamentary workforce
- Finalisation of consultations for the Independent Review of Resourcing into Parliamentarian offices that will underpin recommendations to enhance the management of parliamentary workplaces
- Streamlined HR processes, working across teams to enhance the delivery of HR advice, support, and complaint resolution services while continuing to provide our quality trauma-informed counselling and support service
- Implementation of an expanded PWSS website, a central hub for information on all HR functions, facilitating more efficient access to essential information and materials
- Development of our capabilities to report on indicators of cultural change, including diversity and inclusion.

Partnerships

We have invested considerable effort to strengthen and enhance our client relationships, fostering trust and working collaboratively to resolve complex issues. We have continued to support CPW participants through times of rapid change and shifting priorities by supporting staff, and preparing them for the upcoming election cycle. We have responded to an increase in requests for our services driven by an increasing awareness and trust in our service.

To maintain high standards in what is a complex and interconnected workplace, we aligned our performance with:

- **our vision** of parliamentary workplaces that are exemplary, recognised as safe and respectful, and attract professional and high performing staff
- **our values** of achievement, leadership, accountability, collaboration and valuing people.

We continuously consulted and collaborated with our clients, listened to their feedback, and responded with practical strategies and solutions that best meet their needs.

People who have accessed our services have provided positive feedback about our trauma-informed approach to service delivery, with many reporting improved workplace experiences after accessing our support services.



Working together with other Commonwealth parliamentary agencies, we continue to work towards a culture of safety, respect, and inclusivity, setting the standard for exemplary parliamentary workplaces.

CASE STUDY

Incident response

Ranoosh phoned the 1800 line in distress to speak to the Counselling and Support team. He disclosed an incident which occurred at their electorate office, where an aggressive constituent physically assaulted one of his colleagues. He now experiences anxiety that the situation may occur again. The counsellor provides strategies to normalising their response after such an impactful event and approves early intervention reimbursement for Ranoosh to see their psychologist.

The counsellor asks if the incident had been reported via Skytrust or to the Work Health and Safety (WHS) team. Ranoosh wasn't certain but consents to being transferred to the WHS team to assist in making an incident report. Through their conversation, Ranoosh identifies that there are several new staff in the electorate office who are struggling with constituent interactions. A referral is made to the PWSS Academy and a facilitator arranges to visit the office to train the team in de-escalation strategies and techniques.

The involvement of the three PWSS functions provide a connected response to the incident and staff feel supported when interacting with constituents who are experiencing challenges.

Establishment of the PWSS

Staff worked tirelessly to establish our new agency with additional functions in HR advice, WHS, and learning and development. They ensured the PWSS was fully operational and well positioned to deliver these expanded functions from 1 October 2023 in addition to the pre-existing counselling and support services.

This work involved complex discussions with multiple stakeholders to onboard additional staff and set up corporate operations. Our Corporate team established new business processes, onboarded 45 staff, and negotiated interim arrangements for seconded staff.



Set the Standard recommendations — Implementation progress

Whilst the PWSS was established in response to *Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces*, we are also responsible for and contribute to implementing a number of recommendations from the review to advance a safer, more inclusive workplace culture to address bullying, harassment, and sexual misconduct in parliamentarian workplaces.

RECOMMENDATION 4:

Individual leadership

To strengthen individual leadership to ensure a safe and respectful work environment:

- (a) parliamentarians and senior Members of Parliament (Staff) Act employees, including chiefs of staff, should:
 - i. Engage in regular discussions to set expectation of conduct and champion the Codes of Conduct
 - ii. Create a safe reporting culture, including supporting people who experience misconduct
 - iii. Take responsibility for discharging work health and safety obligations
 - iv. Attend training on respectful workplace behaviour, people management and inclusive leadership
 - v. Support employees to attend relevant training
- (b) Office-holders, parliamentary party leaders and leaders of parliamentary departments should:
 - i. Engage in regular discussions to set expectations of conduct, champion the Codes of Conduct and create a safe reporting culture
 - ii. Demonstrate and reinforce the message that those individuals who engage in misconduct will not be protected, rewarded or promoted
- (c) Parliamentarians, party leaders and officeholders should report annually to the Parliament on the actions that they have taken to ensure a safe and respectful work environment.



Status: in progress — ongoing

We have developed and provided training on safe and respectful workplace behaviour to parliamentarians and their staff. A range of initiatives have been rolled out to strengthen the leadership and managerial capabilities of MoP(S) Act employees and parliamentary service staff.

We are developing a communications strategy to support the implementation of the Behaviour Standards and Codes once adopted by the Parliament.

RECOMMENDATION 7

Measurement and public reporting

The Office of Parliamentary Staffing and Culture (see Recommendation 11), together with the Department of the Senate and Department of the House of Representatives, should table an annual report to the Parliament with the following information:

- (a) Diversity characteristics of parliamentarians, including by party affiliation (where applicable), and gender representation across specific roles such as officer-holders, ministerial portfolios and committee roles (Department of the Senate and Department of the House of Representatives)
- (b) Diversity characteristics of Members of Parliament (Staff) Act employees, including analysis by party affiliation (where applicable), role, classification and pay scale (Office of Parliamentary Staffing and Culture).

Status: in progress — ongoing

We have established a data analytics function and framework for reporting. The first report will cover the period 1 July 2024 to 30 June 2025.

RECOMMENDATION 11

Office of Parliamentary Staffing and Culture (OPSC)

The Australian Government should establish an Office of Parliamentary Staffing and Culture, within 12 months, to provide human resources support to parliamentarians and Members of Parliament (Staff) Act employees that is:

- (a) Centralised and accountable to Parliament, with the enforcement of standards
- (b) Designed to provide human resources support and administrative functions in the areas of policy development, training, advice and support, and education.



Status: implemented

The *Parliamentary Workplace Support Service Act 2023* established the PWSS as an independent statutory agency on 1 October 2023. The Government has committed \$51.7 million of new funding over four years from 2023–24 (and \$12.4 million per year ongoing) for the establishment of the PWSS. This is in addition to funding associated with functions that transferred to the PWSS from the Department of Finance, and funding allocated to the former PWSS.

RECOMMENDATION 12

Professionalising management practices for Members of Parliament (Staff) Act employees

The Office of Parliamentarian Staffing and Culture (see Recommendation 11) should establish standards and processes to professionalise management practices for Members of Parliament (Staff) Act employees with the following priorities to foster a safe and respectful work environment:

- (a) Guidance on office composition and staffing
- (b) Merit-based recruitment with a focus on improving diversity
- (c) Standardised induction for parliamentarians and Members of Parliament (Staff) Act employees to establish role clarity and expectations
- (d) Performance management systems
- (e) Management of misconduct
- (f) Best practice respectful workplace behaviour policies that include referral pathways to the Independent Parliamentary Standards Commission.

Status: partially implemented

We have established a team that provides guidance on office composition, staffing and recruitment to parliamentary offices. We continue to work with other CPW agencies to contribute to a standard induction program. We have clear processes to manage performance and misconduct issues.

Pending the establishment of the IPSC and endorsement of associated codes of conduct, the PWSS provides training on respectful workplace behaviours and continued to hold the independent review function during the reporting period.



RECOMMENDATION 13

Professional development for Members of Parliament (Staff) Act employees

The Office of Parliamentarian Staffing and Culture (see Recommendation 11) should develop a professional development program for Members of Parliament (Staff) Act employees including a:

- (a) Framework of skills, competencies and capabilities linked to career pathways
- (b) Structured learning and development program and informal and formal skills development opportunities.

Status: in progress — ongoing

The PWSS Academy was launched in April 2024 to streamline professional development offerings and improve convenience of access to provide MoP(S) employees with a range of skills development opportunities.

RECOMMENDATION 14

Best practice training

To ensure that people working in Commonwealth parliamentary workplaces have the requisite knowledge and skills to prevent and respond to misconduct: develop a professional development program for Members of Parliament (Staff) Act employees including:

- (a) The Office of Parliamentarian Staffing and Culture (see Recommendation 11) should develop and deliver mandatory best practice training for parliamentarians and Members of Parliament (Staff) Act employees, to be conducted during induction and annually on:
 - i. Respectful workplace behaviour
 - ii. Relevant codes of conduct
- (b) The Office of Parliamentarian Staffing and Culture (see Recommendation 11) should develop and deliver best practice people management and inclusive leadership training for parliamentarians and senior Members of Parliament (Staff) Act employees
- (c) The parliamentary departments should review and implement mandatory best practice respectful workplace behaviour training.



Status: partially implemented — ongoing

As noted above, the PWSS Academy was launched in April 2024 to streamline professional development offerings and improve convenience of access to provide parliamentarians and MoP(S) employees with a range of skills development opportunities.

The PWSS Advisory Board must approve any proposed mandatory education or training programs, and proposed requirements for completing those programs.

As the PWSS Advisory Board has recently been established and the relevant codes of conduct have not yet passed parliament, this recommendation will be a priority for the following reporting period.

RECOMMENDATION 15

Guidance material in relation to termination of employment for Members of Parliament (Staff) Act employees

The Office of Parliamentarian Staffing and Culture (see Recommendation 11) should create and communicate new guidance materials and processes in relation to termination of employment for Members of Parliament (Staff) Act employees. These should reflect the requirements of applicable legislation, including the Fair Work Act 2009 and address the:

- (a) Laws that apply to the termination of employment of Members of Parliament (Staff) Act employees
- (b) Key categories of circumstances in, or reasons for, which Members of Parliament (Staff) Act employees may be dismissed, with specific guidance on when it may be lawful and appropriate to dismiss an employee based on ‘loss of trust or confidence’
- (c) Practical steps and processes that should be followed when effecting different categories of dismissals, in order to meet applicable legal requirements.

Status: partially implemented

We have reminded parliamentarians of their new obligations in relation to terminating staff and have prepared guidance material to support their decision making as employers. Those aspects are also incorporated into all relevant training sessions as is the positive duty employers now have to prevent all aspects of discrimination on the basis of gender in their workplace. Education sessions covering termination obligations continue to be available to parliamentarians and their authorised persons. As at 30 June 2024 policies to support this recommendation are in draft.



RECOMMENDATION 16

Fair termination of employment process for Members of Parliament (Staff) Act employees

The Office of Parliamentary Staffing and Culture (see Recommendation 11) should support parliamentarians to meet their legal obligations in relation to the termination of Members of Parliament (Staff) Act employees, by introducing the following processes:

- (a) Parliamentarians inform the Office of Parliamentary Staffing and Culture promptly in writing or orally of any proposed dismissal before it is effected
- (b) The Office of Parliamentary Staffing and Culture advises parliamentarians whether the proposed dismissal satisfies legal requirements, or identifies any deficiencies, and how to rectify these (Rectification Advice)
- (c) Parliamentarians confirm in writing whether they will accept and implement any Rectification Advice
- (d) If a parliamentarian confirms that they will not accept and implement the Rectification Advice, or does not respond to the Rectification Advice, the Office of Parliamentary Staffing and Culture should notify the relevant Presiding Officer and make a record of this.

Status: implemented

We support parliamentarians and their authorised persons to uphold fair processes when termination of employment is being considered.

RECOMMENDATION 19

Monitoring, evaluation and continuous improvement

The Office of Parliamentary Staffing and Culture, together with the Implementation Group (see Recommendation 2), should develop a shared monitoring and evaluation framework across Commonwealth parliamentary workplaces. This framework should ensure regular measurement and public reporting on key indicators to monitor progress in the prevention of and responses to bullying, sexual harassment and sexual assault.

Status: in progress — ongoing

We have established a data analytics function and framework for reporting.



RECOMMENDATION 20

Expansion of the Parliamentary Workplace Support Service

The Australian Government should expand, within three months, the scope of the new Parliamentary Workplace Support Service to:

- (a) Make it available to all Commonwealth parliamentary workplace participants
- (b) Include all allegations of bullying, sexual harassment and sexual assault
- (c) Establish a clear pathway for anonymous reporting, including through a digital platform
- (d) Publish additional information on what happens with anonymous and bystander disclosures
- (e) Include historic complaints of bullying, sexual harassment and sexual assault and those relating to people who have left the workplace.

Status: implemented

The former PWSS was initially expanded on 12 April 2022.

Since 1 October 2023 the statutory PWSS has functions to provide support and complaint resolution to all current and former CPW participants for relevant conduct, including bullying, sexual harassment and sexual assault.

The PWSS also has a function to undertake reviews of complaints about relevant conduct from current and former parliamentarians, MoP(S) Act employees or parliamentary service employees. Complaints may be made by those people against a person who at the time of the alleged conduct was a parliamentarian, MoP(S) Act employee or a 'non-core participant' under the PWSS Act.

A digital platform has been established to receive anonymous complaints, and additional information is available about the handling of anonymous and bystander reports.



RECOMMENDATION 25

Work health and safety obligations

The Implementation Group (see Recommendation 2) should work collaboratively to:

- (a) Develop, agree, and document an intra-parliamentary understanding of the application of, and responsibility for management of, work health and safety duties in Commonwealth parliamentary workplaces
- (b) Review existing arrangements and consider ways to:
 - i. Ensure consistent approaches to identify, eliminate, minimize and communicate about work health and safety risks across these workplaces
 - ii. Take a broader and proactive approach to work health and safety responsibilities, including an increased focus on psychosocial risks
 - iii. Directly and effectively address bullying, sexual harassment and sexual assault as work health and safety issues
- (c) Provide guidance, education and training on work health and safety obligations and duties in the context of bullying, sexual harassment, and sexual assault.

Status: Implemented — ongoing

In collaboration with the parliamentary departments and Finance, a new framework to help manage shared WHS duties and risks between different workplaces has been developed. The framework provides greater clarity about WHS roles and responsibilities, particularly where risks are shared between multiple entities.

The Parliament of Australia Human Resources Advisory Panel has also been established with membership drawn from the parliamentary departments, Finance and the PWSS.



RECOMMENDATION 28

Alcohol policies

The Implementation Group (see Recommendation 2) should:

- (a) Develop and implement consistent and comprehensive alcohol policies across Commonwealth parliamentary workplaces with a view to restricting availability in line with work health and safety obligations, and the principle of harm minimisation
- (b) Support implementation of these policies through measures including:
 - i. Incorporating clear expectations and standards around the use of alcohol within respective Codes of Conduct for parliamentarians and Members of Parliament (Staff) Act employees
 - ii. Provision of support and a proactive focus on wellbeing and safety
 - iii. Provision of education, training and awareness raising opportunities
 - iv. Provision and encouragement of opportunities for networking and engagement that do not involve alcohol.

Status: in progress

We commenced consultation on the draft alcohol policy for parliamentarians and their staff in May 2024.



Functional outcomes and key highlights

Human Resources function

On 13 January 2024 the PWSS implemented one telephone number for all services (1800 747 977) to enable MoPS staff and parliamentarians streamlined access to support services via a central call system. During this period, PWSS calls received by the Department of Finance's Ministerial and Parliamentary Services (MaPS) were being directed to this new number.

Table 2 — Total call volumes 1 Oct 2023 to 30 Jun 2024.

Function	Call volumes		
	1 Oct – 31 Dec 2023	1 Jan – 31 Mar 2024 ¹	1 Apr – 30 Jun 2024 ¹
Counselling and support	158	104 ²	100 ²
HR advice		321	368
Learning and development	689 ³	148	130
WHS		25	61
Total calls answered	847	598	659

HR Advice

In addition to providing assistance by phone, our HR Advice team continued to provide support to Parliamentarians and MoP(S) staff on recruitment and termination procedures and employment matters.

1 Data reflects calls to PWSS from 18 January 2024 when all services transitioned to the PureCloud call platform 1800 747 977.

2 In addition to inbound calls, the service also receives service requests via email, SMS and online anonymous reporting channels.

3 Data reflects calls to MaPS (02) 6215 3333 during this quarter.



Work health and safety

The following outlines our work health and safety performance in relation to MoP(S) employees, in accordance with Schedule 2, Part 4 of the *Work Health and Safety Act 2011* (WHS Act).

The PWSS, together with Finance and parliamentarians, are committed to providing and maintaining healthy and safe environments for all MoP(S) employees, workers and visitors in CPWs. This includes working with all relevant stakeholders to eliminate or minimise preventable work-related injuries and illnesses and to support the health and wellbeing of MoP(S) employees.

To ensure our reporting statistics accurately represent the nature of incidents experienced by workplaces, we have made significant efforts to increase incident and hazard reporting by simplifying the reporting process and promoting increased incident reporting.

Initiatives

From 1 October 2023 to 30 June 2024 we undertook the following activities to meet our obligations under the WHS Act in relation to MoP(S) employees:

- Consulted with other agencies where there were shared obligations under the WHS Act
- Held quarterly WHS Committee meetings
- Provided ergonomic workstation assessments and equipment where needed
- Managed the annual influenza vaccination program
- Delivered early intervention support for ill or injured workers as well as support for employees who submitted workers' compensation claims
- Coordinated nominations and training for the four WHS roles within each parliamentarian workplace (WHS Site Officer, First Aid Officer, Emergency Officer and Deputy Emergency Officer)
- Provided access to WHS training and information including on induction
- Provided access to an Employee Assistance Program (EAP) including confidential counselling and other services and to NewAccess workplaces, which delivers low intensity cognitive behavioural therapy.



CASE STUDY

Workers compensation claim process

Malcolm contacts the WHS team to report that he fell over in Parliament House during the last sitting period, landing heavily on his hands and knees. While his knees have healed, he is experiencing ongoing wrist and shoulder problems and his doctor has recommended physiotherapy and a period of time-off. The Case Manager offers early intervention support to cover the physiotherapy treatment costs to assist with his recovery. Malcolm also decides to lodge a workers compensation claim as he is concerned he may require ongoing treatment.

As part of the claim assessment process, Comcare write to the PWSS requesting an employer statement of facts and any relevant records that relate to his employment and injury. In accordance with section 71 of the *Safety, Rehabilitation and Compensation Act 1988*, Comcare have the power to obtain information from Commonwealth entities and the Act requires compliance with such a request without delay.

The Case Manager retrieves all relevant documents held on file and requests Malcolm's supervisor (who witnessed the fall) to provide an employer statement of facts. The statement of facts and related records not only assist Comcare in determining acceptance of the claim, but also improves the understanding of Malcolm's situation so that he can be supported in his return to work.

Notifiable incidents relating to MoP(S) Act employees

Five (5) notifiable incidents were reported to Comcare in the period 1 October 2023 to 30 June 2024 under section 38 of the WHS Act.

Investigations and notices

One (1) investigation was conducted however no notices were issued under the WHS Act in the period 1 October 2023 to 30 June 2024.



Table 3: Consolidated WHS figures — 1 Oct 2023 to 30 Jun 2024.

WHS matters	
WHS hazards identified	94
WHS incidents managed	89
Notifiable incidents	5
Comcare investigations	1
Early intervention/non-compensation cases managed	25
Compensation cases managed	24
Compensation claims submitted	9
Compensation claims accepted	5
Compensation claims rejected	2
Compensation claims undetermined	2
AAT matters	3
Total	259

Counselling and support

Throughout the year, our team of counsellors, psychologists and social workers continued to deliver 24/7 confidential trauma-informed support services for current and former CPW participants.

Our team also assisted the PWSS Academy by attending education sessions/offerings to help support any psychosocial hazards or risks, which can be present in such sessions.

During the reporting year, 339 clients accessed our support service via phone, text, or email.



Table 4: Number of cases managed — 1 Oct 2023 to 30 Jun 2024.

Category	Number	Percentage
Rape/sexual assault ⁴ , assault, sexual harassment, harassment, stalking or Intimidation	30	9%
Bullying	33	10%
Family & domestic violence, alcohol & drugs, mental health	62	18%
Workplace conflict	90	27%
Other, unknown, blank, not applicable ⁵	124	37%
Total cases	339	100%

4 The sexual assault percentage may appear to be high because support staff take a trauma informed approach, and record incidents as described by the client. People use the expression 'sexual assault' to describe a wide range of conduct, from feeling uncomfortable about how a person looked at them to what would be a traditional use of the word rape. It is likely that very few of those matters would actually be allegations of rape. Those that are, could include matters also reported to the Police, Sex Discrimination Commissioner and would include matters that pre-date the current and previous term of Parliament.

5 Other, Unknown, Blank and Not applicable includes when the reason for contacting the PWSS is not disclosed or where the contact is best summarised as a request for information.



Table 5: Percentage of cases managed — 1 Oct 2023 to 30 Jun 2024.

Category	1 Oct–31 Dec 2023	1 Jan–31 Mar 2024	1 Apr–30 Jun 2024	Total
MoPS Act employees	95	45	52	192
Parliamentary department employees	18	13	11	42
Parliamentarians	7	4	6	17
APS employees	-	3	1	4
Not disclosed and other ⁶	22	28	34	84
Total cases	142	93	104	339

Complaint resolution

We continued to provide support and review services pending the establishment of the IPSC. We worked with all relevant and affected parties to resolve complaints bringing in relevant expertise when required.

During the reporting period the PWSS received less than ten formal workplace complaints. Any formal reviews of decisions were finalised with original decisions confirmed.

The nature of workplace complaints received related to allegations of bullying or workplace conflict, often due to poor communication and behaviours, lack of management and leadership capability, and absence of proper office management practices.

Policy development

We provided advice on office processes and documentation across a range of HR processes.

During the reporting period, we developed and began consultations on a draft alcohol policy for parliamentarians and their staff based on common principles agreed by the Parliamentary Leadership Taskforce, to encourage a culture of appropriate and responsible use of alcohol in Commonwealth parliamentary workplaces (Recommendation 28).

⁶ Not disclosed and other is indicated where a person does not disclose the declared their place of employment, or that they are employed in another context such as media. This table represents cases and not clients as some clients have more than one case.



Several policies were in development to support anticipated changes to the MoP(S) Enterprise Agreement. These include policies on the Community Language Allowance (CLA), Probation, Suspension, and Termination. The development of the termination policy in particular specifically addresses recommendation 15 (b) of the Set the Standard report:

address the key categories of circumstances in, or reasons for, which Members of Parliament (Staff) Act employees may be dismissed, with specific guidance on when it may be lawful and appropriate to dismiss an employee based on 'loss of trust or confidence'.

Education and training function

We established, and continue to expand, our education and training offering to include a range of formal and informal skills development opportunities. These are tailored for participants based on identified trends in parliamentary offices, and as requested by parliamentary staff. The formal launch of the PWSS Academy in April 2024 streamlined professional development programs and improved the accessibility to learning and development opportunities for MoP(S) employees.

These initiatives are aligned with Recommendations 4, 13 and 14 of the Set the Standard report designed to strengthen individual leadership, provide professional development and offer best practice training to prevent and respond to misconduct.

4,176 learning and development completions were recorded during the reporting period. Our most popular in-house facilitated sessions were Shared Values and Behaviours, Safety and De-escalation Strategies, Managing Vicarious Trauma, and Wellbeing and Performance Under Pressure.

Table 6: PWSS Academy total training delivery — 1 Oct 2023 to 30 Jun 2024.

	Unique training offerings	Sessions delivered	Participant completions
PWSS facilitated	26	127	1,351
Externally facilitated	10	25	123
eLearning	72	n/a	2,702
Total:	108	152	4,176



Table 7: PWSS Academy most in-demand facilitated offerings — 1 Oct 2023 to 30 Jun 2024.

	Training offering	Sessions	Completions
PWSS Facilitated	Wellbeing and Performance under Pressure	23	281
	De-escalation Strategies	26	276
	Introduction to the PWSS	5	209
	Shared Values and Behaviours	10	114
	Safe and Respectful Workplaces	12	70

Table 8: PWSS Academy most in-demand e-learning offerings — 1 Oct 2023 to 30 Jun 2024.

	Training offering	Modules	Completions
eLearning	WHS eLearning	17	960
	Preventing Bullying and Harassment	2	314
	Induction Module for MoP(S) Act Employees	1	193
	Safe and Respectful Workplaces eLearning	1	47
	Introduction to Effective Constituent Management	1	37

Resourcing Review

The Independent Review of Resourcing in Parliamentary Offices (the Resourcing Review) is considering factors that affect workloads in federal parliamentary offices, particularly in electorate offices, following Recommendation 3 of the *Review of the Members of Parliament (Staff) Act 1984*.

The review gathered information from parliamentarians and their staff to inform the final report to Government. This included the collection of qualitative and quantitative data, facilitated through 79 face-to-face and online interviews across 68 offices, and 499 complete and 124 partial survey responses from parliamentarians and staff across the country.

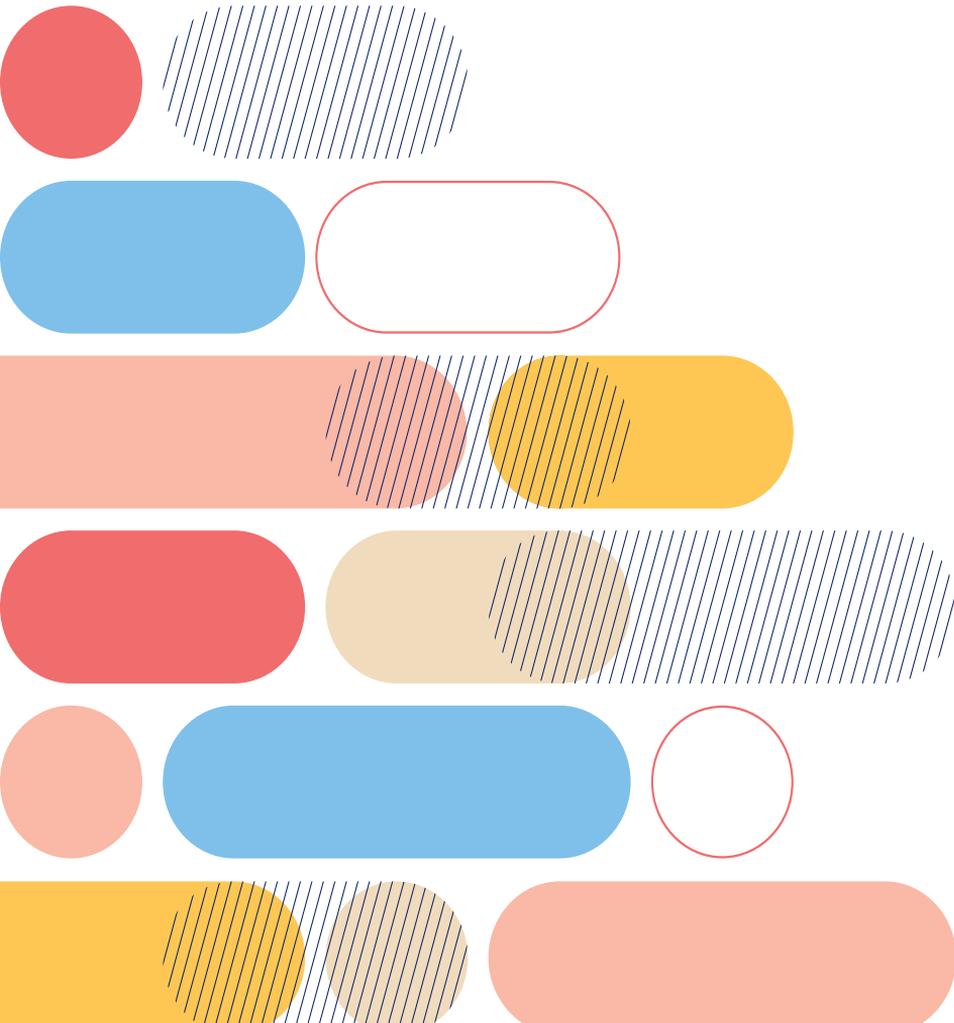
The final report is due to be presented to the Special Minister of State in late 2024.



Part 3.

Management and Accountability

Part three



Governance structure

Committees supporting our business

At 30 June 2024 our governance structure included the Executive Roundtable group that provides guidance on the administration and operation of the agency, and the Audit and Risk Committee (ARC) which provides independent assurance and advice to the CEO.

Executive Roundtable

The Executive Roundtable meets fortnightly, and is the most senior governance committee of the PWSS. This group comprises the CEO as Chair, and the Deputy CEO and branch heads as members. It provides the agency with guidance on overall strategic direction, priorities, management and performance, and oversees our financial position by allocating resources, monitoring performance and risks, and ensuring our accountability and regulatory requirements are met.

Audit and Risk Committee

The ARC was established in March 2024 and met for the first time on 20 June 2024. Consistent with the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), the role of the ARC is to provide independent advice on the appropriateness of our financial and performance reporting, system of risk oversight, systems of internal control and other matters as detailed in the ARC Charter.

The ARC Charter sets out the committee's functions, conduct, authority, composition, roles, responsibilities, reporting and administrative arrangements.

The ARC forward work plan encompasses all functions of the PWSS, in particular current and emerging risks, performance results, and assurance on how activities are supporting the PWSS to meet the strategic priorities and outcomes.

The ARC has an independent Chair, two independent committee members and an external Senior Executive Service staff member appointed by the CEO.



Table 9. PGPA Rule Section 17AG (2A)(b)-(e) Audit and Risk Committee

Member Name	Qualifications, knowledge, skills or experience	Number of meetings attended/total number of meetings	Total annual remuneration (GST inc.)
Ms Maria Storti	<p>Fellow of Chartered Accountants Australia and New Zealand. Fellow of the Australian Institute of Company Directors. Member of the Australian Institute of Internal Auditors. Masters Degree in Business Administration. Bachelor Degree in Economics. Serves as an independent Chair and member of Commonwealth audit committees. Former Ernst & Young performance advisory partner. Has held senior leadership roles in the Commonwealth and ACT governments including deputy CEO and Chief Financial Officer.</p>	One of one.	\$1,606
Ms Jo Schumann	<p>Master of Arts in Urban Geography, Graduate of the Australian Institute of Company Directors. Holds accreditations in executive coaching and emotional intelligence assessment. Extensive public sector experience in the Commonwealth, ACT and Canadian governments. Has held Senior Executive positions with the Department of Veterans' Affairs, Australian Competition and Consumer Commission, and the Murray Darling Basin Authority. Serves as an independent Chair and member of Commonwealth and community audit committees.</p>	One of one.	\$1,200



Member Name	Qualifications, knowledge, skills or experience	Number of meetings attended/total number of meetings	Total annual remuneration (GST inc.)
Mr Ian Frew	Transformation and technology leader with experience developing and executing complex technology-enabled programs. Qualified chemical engineer. Held senior positions in the public sector in General Insurance working for Suncorp, Allianz and IAG. Was Chief Information Officer for the National Disability Insurance Agency (NDIA). Serves as an independent member on another Commonwealth audit committee.	One of one.	\$1,200
Mr Mike Hogben	Bachelor of Economics. Experienced Senior Executive in the Australian Public Service. Experience providing commercial and governance advice for several Government Business Enterprises.	One of one.	\$0

For further information on the ARC including their Charter, go to www.pwss.gov.au/about-us.

Other committees and boards

PWSS Advisory Board

Established under the PWSS Act the Advisory Board advises the CEO on the performance of the agency's functions. The Advisory Board also considers proposed mandatory policies or procedures and proposed mandatory education or training programs (and proposed requirements for completing those programs) as they relate to CPWs.

The Minister appointed the inaugural board in April 2024. Membership of the Board, and the skills and qualifications they bring, are outlined below.



Ms Carmel McGregor PSM (Chair)

Ms McGregor was appointed as the Chair of the PWSS Advisory Board on 15 April 2024 for a five-year term. She is currently an Adjunct Professor at the University of Canberra and a private consultant working with a range of Governments across Australia.

Prior to her retirement from the Australian Public Service Ms McGregor held Deputy Secretary roles in a number of Departments — Defence, the APSC and Immigration and Citizenship and held senior roles in Centrelink, Employment, and Education.

Ms McGregor has worked internationally at the Organisation for Economic Cooperation and Development (OECD) Public Governance Directorate and was Vice Chair of the Public Governance Committee from 2008–2012.

Ms McGregor served as a Non-Executive Director on the Australian Human Resources Institute (AHRI) Board from 2014–2024 and has been acknowledged as a Life Member of the Institute. In 2012 Ms McGregor was awarded the Public Service Medal in the Australia Day Honours List. She was also the inaugural Public Policy Winner in the AFR/Westpac 100 Women of Influence 2012. She was acknowledged for Exceptional Leadership 2013 by the Institute of Chartered Accountants and received the ANZSOG Public Service Excellence Award. She is a National Fellow of the Institute of Public Administration Australia (IPAA) and served as Vice President of IPAA ACT from 2009 to 2019.

Ms McGregor also works as a coach and mentor.

The Hon Andrew Greenwood (Member)

The Honourable Andrew Greenwood was appointed as a member of the PWSS Advisory Board on 15 April 2024 for a five-year term. He is a former Judge of the Federal Court of Australia who now accepts appointments as arbitrator and legal expert. He is a Fellow of The Australian Centre for International Commercial Arbitration and Fellow of the Resolution Institute of Australia.

He was appointed to The Federal Court of Australia on 4 August 2005 and retired from The Court at the end of July 2022. He was also President of the Copyright Tribunal of Australia, a Presidential Member of the Administrative Appeals Tribunal and Deputy President of The Australian Competition Tribunal. He is an adjunct professor in the University of Queensland School of Law. Over 17 years, his Honour delivered over 900 judgements in both the original and appellate jurisdictions of the Court in all of the Court's national practice areas.

As an indication of his diversity of interests, the Honourable Andrew Greenwood was requested by Professor Anthony Zee, the Head of The Institute of Theoretical Physics at UCLA, to review Professor Zee's draft manuscript on quantum field theory and his contribution is recognised in the published edition of the work.



Ms Tanya Hosch (Member)

Ms Hosch was appointed as a member of the PWSS Advisory Board on 15 April 2024 for a three-year term. Ms Hosch is the Executive General Manager Inclusion and Social Policy at the Australian Football League (AFL). Ms Hosch has a long and distinguished history in Australian Indigenous policy, advocacy, and governance and is an accomplished public speaker. Before joining the AFL, as the first Indigenous person and second woman in its executive ranks in August 2016, Ms Hosch was the joint campaign director of the Recognise Movement for Constitutional Recognition. At the AFL, Ms Hosch's portfolios include Aboriginal and Torres Strait Islander issues, gender equality, sexuality and gender diversity, culturally diverse inclusion, racism, and sexism. She is tasked with advising the AFL National Aboriginal and Torres Strait Islander Advisory Council, the maintenance of the Respect and Responsibility Policy 2017, and the AFL's Gender Diversity Policy.

Ms Hosch is a Co-Chair of the Indigenous Advisory Group of the National Australia Bank and is a Board Director at the Australian Film, Television and Radio School. She is also a Council Member of the Australian National University and was a member of the Referendum Council that led the process and final recommendation that resulted in The Uluru Statement of the Heart in May 2017. A career highlight was contributing as a consultant on the ABC drama Total Control. In October 2020, Ms Hosch was announced as the South Australian of the Year for 2021. In December 2022, she was awarded an Honorary Doctorate from Flinders University.

Ms Elizabeth Dowd (Member)

Ms Dowd was appointed as a member of the PWSS Advisory Board on 15 April 2024 for a three-year term. Ms Dowd has worked for three Federal Government Cabinet Ministers including two as Chief of Staff, providing complex policy and political advice on the Members of Parliament staff employment framework and parliamentary business resources, education, vocational training, emergency services and other social services. She has also been a senior public servant who has worked across a number of social service portfolios including employment, education, and health for over 20 years.

Ms Dowd has a strong understanding of parliamentary and government processes, ministerial functions, stakeholder engagement and policy development and is now using this to help community organisations form good relationships with government and effectively navigate the political environment.

For further information about the PWSS Advisory Board, go to www.pwss.gov.au/about-us#pwss-advisory-board.



Work Health and Safety Committee

The Work Health and Safety Committee (WHSC) facilitates consultation between the PWSS, Finance, and MoP(S) employees on matters related to workplace health and safety. The committee works together on a broad range of work health and safety issues including the development of related policies.

The WHSC met four times in 2023–24. For further information on the WHSC, go to www.pwss.gov.au/workplace-health-and-safety/whs-roles-and-responsibilities/whs-committee.

Risk management

Our Risk Management Framework is aligned to the nine elements of the Commonwealth Risk Management Policy. As part of our commitment to enhancing our risk culture, our risk framework is scheduled for annual reviews as our agency continues to establish itself. Our Risk Management Framework includes:

- Adhering to relevant legislative requirements of the PGPA Act and the Australian Government's expectations as described in the Commonwealth Risk Management Policy
- Embedding risk management into business processes
- Developing and maintaining a positive risk culture
- Continuous improvement and review of risk management capability.

Our suite of risk management documentation includes an Internal Control Framework and a Risk Assessment Handbook and Register.

Business continuity management

We continue to develop our business continuity framework to support the delivery of critical outcomes during a business disruption. We have established processes that will be fully tested during the forthcoming MoG transition when staff will transfer from the APSC and Finance to the PWSS, and our supporting corporate and IT services will move to DPS systems under a shared services arrangement.

Internal audit

The PWSS internal control framework includes an internal audit function that provides independent and objective review of PWSS's operations. It also serves as a source of advice to both the ARC and the CEO. PWSS has contracted Charterpoint as its internal audit provider.



Fraud and corruption control

Under section 10 of the *Public Governance, Performance and Accountability Rule 2014* (the Fraud Rule) we are required to have in place mechanisms to prevent, detect, and deal with fraud. Our Fraud and Corruption Control Plan complies with the Commonwealth Fraud Control Guidelines and includes the Fraud and Corruption Policy Statement and arrangements for reporting fraud.

To effectively manage fraud, all officials (including staff, contractors, consultants, board and committee members) are required to model the behaviours outlined in the APS Values and Code of Conduct.

Fraud is managed through a number of strategies including:

- Educating our employees on fraud and risk management through annual mandatory fraud awareness training
- Identifying and mitigating our fraud, compliance, security and privacy risks
- Making our employees aware of their fraud control responsibilities.

Ethical standards

In addition to the Australian Public Service Values, we are committed to independence, impartiality and responsiveness.

We have a strong commitment to fostering a workplace culture that promotes the physical and psychological wellbeing of all employees, workers, contractors, visitors and any other individuals whose health and/or safety could be at risk through our work.

Every one of us has a role in creating and maintaining a healthy and safe work environment. This includes looking out for each other and ensuring that safety remains a core priority in all our activities. The PWSS upholds a zero-tolerance approach to any form of unacceptable workplace behaviour, including racism, bullying, harassment, incivility, workplace violence, discrimination, sexual harassment and corruption.

We work with the APSC and Finance to maintain a safe, healthy and productive workplace, free from discrimination, harassment and other forms of harmful behaviour. During 2023–24, there were no Public Interest Disclosures, and formal reports of bullying or harassment in relation to our staff.

Our staff were supported to access a range of learning and professional development activities relating to ethical and respectful behaviours.



Complaints management

We value feedback on the experiences CPW participants have with our agency. This enables us to improve the quality of our service.

In 2023–24 we received 0 formal complaints.

Freedom of information

We are not subject to the *Freedom of Information Act 1982* (FOI Act). However, we wish to ensure that our clients have access to their own personal information and propose to provide this material under an Administrative Access process. For further information go to www.pwss.gov.au/resources/administrative-access-policy.

Privacy

We are bound by the provisions of the *Privacy Act 1988* (Privacy Act), the Australian Privacy Principles (APP), and the Australian Government Agencies Privacy Code (Privacy Code) which regulate the handling of personal information by Commonwealth agencies. We require staff to be mindful of their obligations, report suspected privacy incidents as soon as possible, and consider requests to access personal information under the Privacy Act.

Our privacy management is guided by our privacy policy. The privacy policy sets out how we deal with personal information in respect of our functions and activities. For further information on our privacy policy go to www.pwss.gov.au/resources/privacy-policy.

Privacy incidents

The Office of the Australian Information Commission (OAIC) may look into a privacy issue, including breach notifications and complaints, and issue a report or determination.

We had no privacy incidents reported during 2023–24.



External scrutiny

Our operations are open to scrutiny by external entities such as the Australian National Audit Office (ANAO), the Commonwealth Ombudsman, and committees of the Australian Parliament.

Reports by the Australian National Audit Office

The ANAO conducted an audit of our annual financial statements at 30 June 2024. We were not subject to performance audits or performance statement audits.

Reports by the Commonwealth Ombudsman

In 2023–24, the Commonwealth Ombudsman did not release any reports relevant to our agency.

Judicial decisions

No court decisions significantly impacted our operations during the year.

Parliamentary committees

Senate Finance and Public Administration Legislation Committee

We appeared before the Senate Finance and Public Administration Legislation Committee in:

- October 2023 for Supplementary Budget Estimates
- February 2024 for Additional Estimates
- May 2024 for Budget Estimates.

At these hearings we provided evidence in relation to our Machinery of Government processes and our operations.

For further information on our responses to questions on notice and transcripts of the hearings go to www.aph.gov.au.



Supporting our people

Overview

During the reporting period the PWSS had 63 staff and continued to recruit to fill vacancies across the organisation. All staff (with the exception of the CEO) were employed through secondment arrangements as the Machinery of Government changes had not occurred during the reporting period.

Learning and development

We provide staff with internal training that promotes a positive internal workplace culture, enhances understanding of key client issues, and provides best practice information to guide the development of our own education material.

The following internal training sessions have been facilitated for staff:

- Anti-Racism Bystander
- Accidental Counsellor
- Employment Law Fundamentals
- Essential Writing for Executive Level staff
- Finance Fundamentals
- MoP(S) Act Framework
- Neurodiversity Workshop
- Safe and Respectful Workplaces
- Senate Estimates Performance Skills
- Service Principles Workshop.

We also supported individuals to engage in targeted development activities to build capability. The performance management framework is utilised to identify individual's needs.



Diversity and inclusion

We strive to cultivate an inclusive and diverse workforce where everyone feels they belong, and which is respectful, psychologically safe, and inclusive, allowing everyone to contribute fully.

We have appointed an Access and Inclusion Champion and a Reconciliation Action Plan (RAP) Champion at the SES level to drive and promote diversity and inclusion in the workplace.

In partnership with the parliamentary departments, we have acknowledged and celebrated events of significance through activities and guest speakers.

Remuneration and employment conditions

Our seconded non-SES staff were employed under the Enterprise Agreement of their home agency, with the majority being covered by the APSC Enterprise Agreement 2024–2027 or the Department Finance Enterprise Agreement 2024–2027. As Finance salary rates are higher than those offered by the APSC some seconded APSC staff were placed on an Individual Flexibility Arrangement (IFA) to provide remuneration parity.

Employment conditions for SES staff are provided by individual determinations made in accordance with section 24(1) of the PS Act.

The CEO position was occupied in an acting capacity from 1 October 2023 to 4 April 2024. Terms and conditions of the acting appointment were determined under the Acts *Interpretation Act 1901* (s.33A(1)(b)(i)). The CEO position was substantively occupied from 15 April 2024 with salary determined by the Remuneration Tribunal (Remuneration and Allowances for Holders of Full-time Public Office) Determination (No. 2) 2023.

In February 2024, in readiness for the MoG change, the Minister for the Public Service made a determination in accordance with section 24(3) of the PS Act. The Public Service (Terms and Conditions of Employment) (Parliamentary Workplace Support Service) Determination 2024 will apply the terms and conditions of the Finance Enterprise Agreement to all PWSS non-SES employees from the date of the MoG until such time as the PWSS makes its own enterprise agreement under the *Fair Work Act 2009*.

Non-salary benefits

Our staff had access to non-salary benefits of their home agencies that included leave, flexible working arrangements, and access to salary packaging. In addition to this, staff had access to the PWSS organised learning and development opportunities, contributions to professional memberships and subscriptions, and had access to onsite health and wellbeing facilities at Australian Parliament House such as a gymnasium, swimming pool, physical therapy and nursing centres on a fee-for-service basis.



Performance and capability framework

Our staff have applied the performance management framework of their home agency. Both the APSC and Finance frameworks commit to identifying, fostering and developing employees to fulfil their potential through a fair, open and effective performance management process.

The 12-month performance cycle promotes ongoing conversations and provides staff and managers the opportunity to participate in formal performance conversations at three stages during the year. These conversations support individuals to establish their performance expectations, refresh their goals, identify development needs, and reflect on their achievements.

Work health and safety

The agency acknowledges and is committed to fulfilling our responsibilities under the *Work Health and Safety Act 2011* (WHS Act), the *Work Health and Safety Regulations 2011* and the *Safety, Rehabilitation and Compensation Act 1988*.

Initiatives

During the reporting period we undertook the following activities to meet our obligations under the WHS Act:

- Consulted with agencies where there were dual WHS obligations under the WHS Act
- Implemented regular WHS incident reporting to our senior executive
- Developed an approach to our Work Health Safety Management System
- Facilitated access to professional supervision for staff who work in roles with higher risk of harm to their psychological wellbeing
- Provided workstation assessments and ergonomic equipment, including sit/stand workstations
- Provided influenza vaccinations.

As our staff applied the WHS provisions of their relevant home agency, those agencies undertook the following additional activities to meet their obligations under the WHS Act:

- Established first aid and emergency warden arrangements in PWSS offices
- Provided access to WHS training and information
- Provided access to an Employee Assistance Program including confidential counselling and other services.



Comcare premium

Our 2023–24 Comcare premium was 0.27 per cent of total payroll for our employees.

Notifiable incidents

There were no notifiable incidents during the reporting period.

Investigations and notices

No investigations were conducted, and no notices were given in accordance with the WHS Act during the reporting period.



Managing our finances

Financial overview

In 2023–24 the agency reported total departmental expenses of \$5.400 million against appropriation of \$11.634 million, resulting in a departmental surplus of \$6.234 million. The majority of our Departmental expenses related to the provision of shared services and staff from the Department of Finance and the Australian Public Service Commission (\$4.448 million). This surplus is consistent with the establishment phase of a new entity.

In 2023–24 the agency reported a balanced result against Administered appropriation with expenses totalling appropriation of \$1.285 million.

Further information on the department's 2023–24 financial performance, position and cash flows is available in Part 4 Financial Statements.

Consultants

During 2023–24 we did not enter into any new reportable consultancy contracts.

Non-consultancy contracts

During 2023–24 13 new reportable non-consultancy contracts were entered into with a total spend of \$202,805 (GST inclusive). In addition, 26 reportable non-consultancy contracts were ongoing from a previous period with a total spend of \$1,068,761 (GST inclusive). Contracts entered into prior to 2023–24 were done so on behalf of work areas now transferred to the PWSS, by either Finance or the APSC.

This annual report contains information regarding the actual spend on reportable non-consultancy contracts. Further information on the value of reportable non-consultancy contracts is available on the AusTender website.

Summary information on the top non-consultancy contracts in 2023–24 are set out in Table 8 below.



Table 10: Top non-consultancy contracts in 2023–24

Organisation	Total spend (\$, GST inc)	Proportion of 23–24 spend
Marsh Pty Ltd	\$ 703,389	55%
Ashurst Australia	\$ 72,496	6%
Tiddalik Services	\$ 53,570	4%
Mary Brennan	\$ 44,863	4%
Ethos CRS Consulting	\$ 41,097	3%

Australian National Audit Office access clauses

All departmental contracts let in the past year required the Auditor-General to have access to the contractor’s premises.

Exempt contracts

In 2023–24 no contracts were exempt from reporting on www.tenders.gov.au.

Purchasing

Our purchasing activities are consistent with the Accountable Authority Instructions and internal procurement guidelines, which are in accordance with the Commonwealth Procurement Rules 2022.

Purchasing is made in an accountable and transparent manner, complying with Australian Government policies and meeting relevant international obligations.

In 2023–24 we awarded 11.5 per cent of contracts to Indigenous businesses.

Procurement initiatives to support small business

Further information on Small and Medium Enterprises (SMEs) and Small Enterprise participation statistics is available on the Finance website. To view SME and Small enterprise participation statistics, go to www.finance.gov.au.



We support the use of SMEs through various means including:

- Using standardised contracts for low-risk procurements valued under \$200,000
- Using credit card payments for purchases under \$10,000
- Considering the size of vendors when approaching the market for procurements, ensuring that SMEs are provided with the opportunities when available
- Incorporating Australian Industry Participation Plans in procurement where applicable.



Part 4.

Financial Statements

Part four

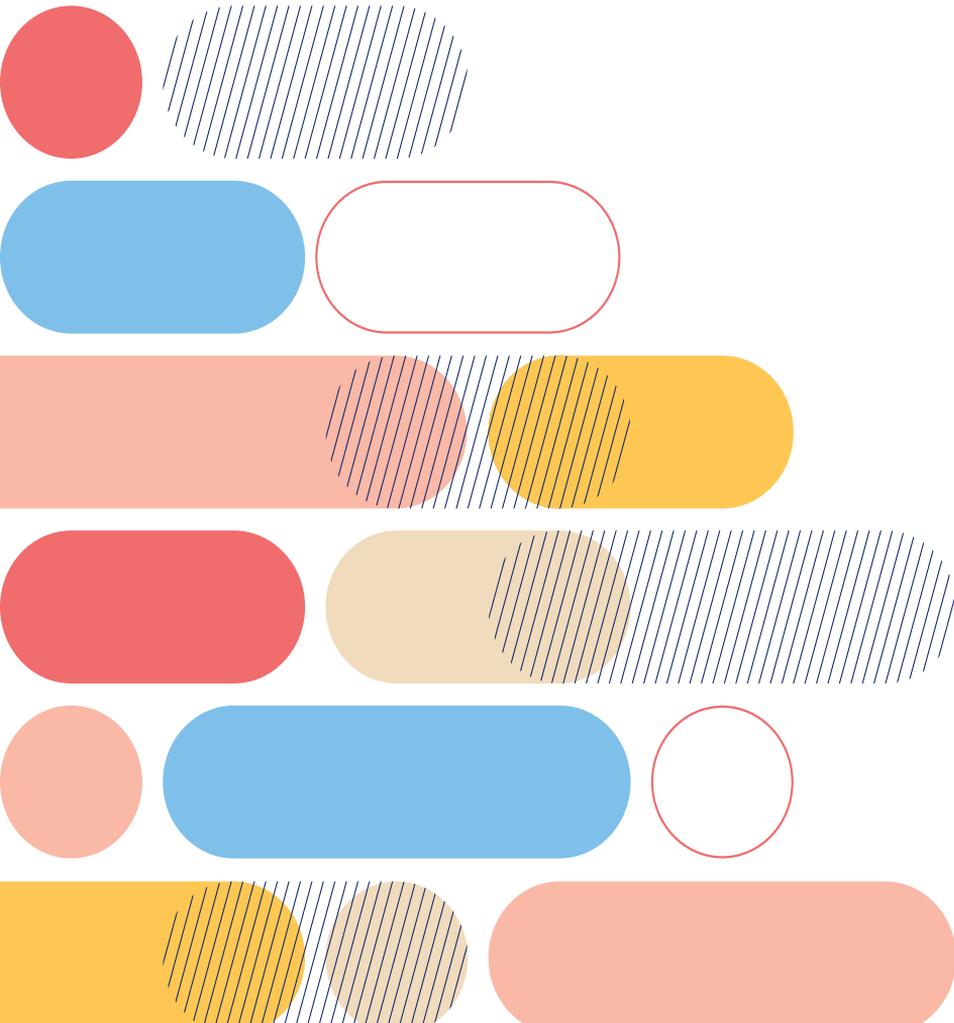


Table of Contents

Statement by the Chief Executive Officer and the Chief Financial Officer.....	51
Statement of Comprehensive Income.....	52
Statement of Financial Position	53
Statement of Changes in Equity.....	54
Cash Flow Statement.....	55
Administered Schedule of Comprehensive Income.....	56
Administered Schedule of Assets and Liabilities.....	57
Administered Reconciliation Schedule	58
Administered Cash Flow Statement.....	59
Budget Variance Commentary.....	60
Overview	61
1. Financial performance	63
1.1. Expenses	63
1.2. Own-source revenue and gains	64
2. Financial position	65
2.1. Financial assets	65
2.2. Other non-financial assets	65
2.3. Payables	66
3. Funding	67
3.1. Appropriations.....	67
3.2. Net cash appropriations.....	68
4. People and relationships	69
4.1. Employee provisions.....	69
4.2. Related party disclosures.....	69
4.3. Key management personnel remuneration.....	70
5. Managing uncertainty	71
5.1. Contingent liabilities and contingent assets.....	71
5.2. Financial instruments.....	71
6. Other Information	72
6.1. Current/non-current distinction for assets and liabilities	72
7. Restructuring	73
7.1. Restructuring.....	73





INDEPENDENT AUDITOR'S REPORT

To the Special Minister of State

Opinion

In my opinion, the financial statements of the Parliamentary Workplace Support Service (the Entity) for the year ended 30 June 2024:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2024 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2024 and for the year then ended:

- Statement by the Chief Executive Officer and the Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to and forming part of the financial statements, comprising material accounting policy information and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and their delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Chief Executive Officer is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Chief Executive Officer is also responsible for such internal control as the Chief Executive Officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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38 Sydney Avenue, Forrester ACT 2603
Phone (02) 6203 7300



In preparing the financial statements, the Chief Executive Officer is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Chief Executive Officer is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

Australian National Audit Office



Fiona Sheppard
Senior Executive Director
Delegate of the Auditor-General
Canberra
15 October 2024



**Parliamentary Workplace Support Service
Financial Statements for the period ended 30 June 2024**

Statement by the Chief Executive Officer and the Chief Financial Officer

In our opinion, the attached financial statements for the year ended 30 June 2024 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsections 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Parliamentary Workplace Support Service (PWSS) will be able to pay its debts as and when they fall due.



Signed.....
Leonie McGregor
Chief Executive Officer
10 October 2024



Signed.....
Donna McKay
Chief Financial Officer
10 October 2024



Statement of Comprehensive Income

As at 30 June 2024

			2024	2024 Original Budget
	Note	Budget Variance Commentary	\$'000	\$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A		3,363	3,349
Suppliers	1.1B	B1	<u>2,262</u>	<u>8,205</u>
Total expenses			<u>5,625</u>	<u>11,554</u>
Own-source income				
Own-source revenue				
Resources received free of charge	1.2A		<u>225</u>	-
Total own-source revenue			<u>225</u>	-
Total own-source income			<u>225</u>	-
Net (cost of) services			<u>(5,400)</u>	<u>(11,554)</u>
Revenue from Government	1.2B	B2	<u>11,634</u>	11,554
Surplus/(Deficit) of continuing operations			<u>6,234</u>	-
Total comprehensive income/(loss)			<u>6,234</u>	-

1. The original budget for PWSS was first presented in the Department of Finance Portfolio Budget Statements 2024-25 as Estimated Actuals for 2023-24.
2. 2023-24 is the first year of operation for PWSS and therefore no comparatives are available, see the Overview note.

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



Statement of Financial Position

As at 30 June 2024

			2024	2024 Original Budget
	Note	Budget Variance Commentary	\$'000	\$'000
ASSETS				
Financial assets				
Cash and cash equivalents			2	-
Trade and other receivables	2.1	B1	<u>9,339</u>	<u>-</u>
Total financial assets			<u>9,341</u>	<u>-</u>
Non-financial assets				
Property, plant and equipment				
Buildings		B3	-	3,435
Prepayments	2.2	B3	<u>2,936</u>	<u>-</u>
Total non-financial assets			<u>2,936</u>	<u>3,435</u>
Total assets	6.1A		<u>12,277</u>	<u>3,435</u>
LIABILITIES				
Payables				
Suppliers	2.3A	B1	1,976	-
Other payables	2.3B	B1	<u>489</u>	<u>-</u>
Total payables			<u>2,465</u>	<u>-</u>
Provisions				
Employee provisions	4.1		143	-
Total provisions			<u>143</u>	<u>-</u>
Total liabilities	6.1A		<u>2,608</u>	<u>-</u>
Net assets			<u>9,669</u>	<u>3,435</u>
EQUITY				
Contributed equity			3,435	3,435
Accumulated surplus			<u>6,234</u>	<u>-</u>
Total equity			<u>9,669</u>	<u>3,435</u>

1. The original budget for PWSS was first presented in the Department of Finance Portfolio Budget Statements 2024-25 as Estimated Actuals for 2023-24.

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



Statement of Changes in Equity

For the period ended 30 June 2024

	2024 \$'000	2024 Original Budget \$'000
CONTRIBUTED EQUITY		
Opening balance		
Balance carried forward from previous period	-	-
Transactions with owners		
Departmental capital budget	3,435	3,435
Total transactions with owners	<u>3,435</u>	<u>3,435</u>
Closing balance as at 30 June	<u>3,435</u>	<u>3,435</u>
RETAINED EARNINGS		
Opening balance		
Balance carried forward from previous period	-	-
Comprehensive income/(loss)		
Surplus for the period	6,234	-
Total comprehensive income/(loss)	<u>6,234</u>	<u>-</u>
Closing balance as at 30 June	<u>6,234</u>	<u>-</u>
TOTAL EQUITY		
Closing balance as at 30 June	<u>9,669</u>	<u>3,435</u>

1. The original budget for PWSS was first presented in the Department of Finance Portfolio Budget Statements 2024-25 as Estimated Actuals for 2023-24

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

Accounting policy

Departmental Capital Budget

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



Cash Flow Statement

For the period ended 30 June 2024

			2024	2024 Original Budget
	Note	Budget Variance Commentary	\$'000	\$'000
OPERATING ACTIVITIES				
Cash received				
Appropriation Receipts		B1	<u>3,050</u>	<u>11,554</u>
Total cash received			<u>3,050</u>	<u>11,554</u>
Cash used				
Payments to Employees		B4	<u>1,813</u>	<u>3,349</u>
Payments to Suppliers		B1	<u>1,235</u>	<u>8,205</u>
Total cash used			<u>3,048</u>	<u>11,554</u>
Net cash from operating activities			<u>2</u>	<u>-</u>
INVESTING ACTIVITIES				
Cash used				
Purchase of property, plant and equipment	2.2		<u>2,936</u>	<u>3,435</u>
Total cash used			<u>2,936</u>	<u>(3,435)</u>
Net cash used by investing activities			<u>(2,936)</u>	<u>(3,435)</u>
FINANCING ACTIVITIES				
Cash received				
Departmental capital budget			<u>2,936</u>	<u>3,435</u>
Total cash received			<u>2,936</u>	<u>3,435</u>
Net cash from financing activities			<u>2,936</u>	<u>3,435</u>
Net increase in cash held			<u>2</u>	<u>-</u>
Cash and cash equivalents at the beginning of the reporting period			<u>-</u>	<u>-</u>
Cash and cash equivalents at the end of the reporting period			<u>2</u>	<u>-</u>

1. The original budget for PWSS was first presented in the Department of Finance Portfolio Budget Statements 2024-25 as Estimated Actuals for 2023-24.

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



Administered Schedule of Comprehensive Income

For the period ended 30 June 2024

	Note	2024 \$'000	2024 Original Budget \$'000
NET COST OF SERVICES			
Expenses			
Employees	1.1C	1,048	-
Suppliers	1.1D	237	-
Total expenses		<u>1,285</u>	<u>-</u>
Net cost of services		<u>1,285</u>	<u>-</u>
Deficit		<u>(1,285)</u>	<u>-</u>
Total comprehensive income/loss		<u>(1,285)</u>	<u>-</u>

1. Due to the transfer of administered Appropriations from the Department of Finance not occurring until May 2024, there is no administered budget for 2023-24.

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



Administered Schedule of Assets and Liabilities

As at 30 June 2024

	2024 \$'000	2024 Original Budget \$'000
ASSETS (Current¹)		
Financial assets		
Trade and other receivables ²	7	-
GST receivable	7	-
Total financial assets	<u>14</u>	<u>-</u>
Total assets administered on behalf of government	<u>14</u>	<u>-</u>
LIABILITIES (Current¹)		
Suppliers ²	1,218	-
Total liabilities administered on behalf of government	<u>1,218</u>	<u>-</u>
Net assets	<u>(1,204)</u>	<u>-</u>

1. All assets and liabilities are expected to be recovered and settled within 12 months.

2. Assets and liabilities are measured at amortised cost.

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



Administered Reconciliation Schedule

As at 30 June 2024

	2024 \$'000
Opening assets less liabilities as at 1 July	-
Net cost of services	
Expenses	(1,285)
Appropriation transfers (to)/from the Official Public Account	
Administered annual appropriations	81
Closing assets less liabilities as at 30 June	<u>(1,204)</u>

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

Accounting Policy

Administered Cash Transfers to and from the OPA

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



Administered Cash Flow Statement

For the period ended 30 June 2024

	2024 \$'000	2024 Original Budget \$'000
OPERATING ACTIVITIES		
Cash used		
Suppliers	81	
Total cash used	<u>81</u>	-
Net cash used by operating activities	<u>(81)</u>	-
Net decrease in cash held	<u>(81)</u>	-
Cash from Official Public Account		
Appropriations	73	
Net GST funding	8	
Total cash from the official public account	<u>81</u>	-
Cash and cash equivalents at the beginning of the reporting period	-	-
Cash and cash equivalents at the end of the reporting period	<u>-</u>	<u>-</u>

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



Notes to and forming part of the financial statements

Budget Variance Commentary

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

DEPARTMENTAL		
Note reference	Affected line items	Explanation of major variance
B1. Suppliers	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> Suppliers <p>Statement of Financial Position</p> <ul style="list-style-type: none"> Trade and other receivables Supplier payables Other payables <p>Cash Flow Statement:</p> <ul style="list-style-type: none"> Payment to suppliers Appropriation receipts 	<p>Expenditure for the 2023-24 year has been lower than budgeted, aligning with the establishment of PWSS from 1 October 2023. This has reduced supplier expenses, increased appropriation receivable, and increased the accrued expenses for the 2023-24 year.</p>
B2. Revenue from Government	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> Revenue from Government 	<p>Revenue from Government was over budget due to an additional transfer of funding, confirmed after the Budget process, from the Department of Finance for functions transferring to the new PWSS.</p>
B3. Capital	<p>Statement of Financial Position</p> <ul style="list-style-type: none"> Prepayments Property, Plant and Equipment <p>Cash Flow Statement</p> <ul style="list-style-type: none"> Purchase of Property, Plant & Equipment 	<p>A prepayment to Department of Parliamentary Services has been made in order for works to commence whilst lease negotiations occur.</p>
B4. Employees	<p>Cash Flow Statement:</p> <ul style="list-style-type: none"> Payments to employees 	<p>With the exception of the Chief Executive Officer, employees of PWSS for 2023-24 were seconded from the Department of Finance (Finance) and the Australian Public Service Commission (APSC). Finance did not invoice for secondees costs during 2023-24.</p>

Notes to and forming part of the financial statements

Overview

Objectives of the Parliamentary Workplace Support Service

The Parliamentary Workplace Support Service (PWSS) was established as an independent statutory agency on 1 October 2023 through the Parliamentary Workplace Support Service Act 2023. It conducts the following administered processes on behalf of the Australian Government: payment of entitlements for parliamentarians and MoP(S) employees.

The agency's central location is Canberra, ACT. The agency is an Australian Government controlled not-for-profit entity. Our purpose is to drive cultural change in parliamentary workplaces by being trusted advisors providing trauma aware HR advice and support.

PWSS' activities contributing toward this outcome are classified as either departmental or administered. Staffing costs to support Parliamentarians and their staff account for the majority of departmental expenses, with entitlements under the Enterprise Agreement for Parliamentarians and their staff accounting for the majority of Administered expenses.

Basis of preparation

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

The Financial Statements have been prepared in accordance with:

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

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

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

New accounting standards

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

Taxation

PWSS is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Revenues, expenses and assets are recognised net of GST except:

- a) where the amount of GST incurred is not recoverable from the Australian Taxation Office, and
- b) for receivables and payables.

Key judgements and estimates

In applying the agency's accounting policies, management has made a judgement in relation to the calculation of Employee provisions (note 4.1A) in applying estimates and assumptions to future events.

Reporting of administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules. Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.



Notes to and forming part of the financial statements

Events after the reporting period

On 26 September 2024 PWSS staff were transferred by section 72 of the *Australian Public Service Act 1999* (APS Act) from their home agencies of either Department of Finance or Australian Public Service Commission to the PWSS. The staff have been seconded to the PWSS during the 2023-24 financial year and were reported as Seconded expenses under Employees in the Financial Statements.



Notes to and forming part of the financial statements

1. Financial performance

This section analyses PWSS's financial performance for the year ended 30 June 2024.

1.1. Expenses

	2024
	\$'000
Note 1.1A: Employee benefits	
Wages and salaries	301
Superannuation:	
Defined contribution plans	32
Defined benefit plans	15
Leave and other entitlements	50
Secondees from other Government entities	2,965
Total employee benefits	<u>3,363</u>

Accounting policy for employee related expenses is contained in Note 4.1.

Note 1.1B: Suppliers

Goods and services supplied or rendered	
Shared services expenses	1,610
Contractors and professional services ¹	223
Property operating expenses ²	197
Travel	13
Employee related expenses ³	175
Other	44
Total goods and services supplied or rendered	<u>2,262</u>
Goods supplied	-
Services rendered	2,262
Total goods and services supplied or rendered	<u>2,262</u>
Total suppliers	<u>2,262</u>

1. Includes Legal supplier expenses (\$78k) and External Audit Fees (\$70k).

2. Includes \$42k of short-term lease payments.

3. Employee related expenses is comprised of recruitment fees (\$49k), training expenses (\$34k), and WHS (\$1k).

Note 1.1C: Administered – Employee¹ expenses

Secondees from other Government entities	1,048
Total employees	<u>1,048</u>

1. Administered employees provide direct assistance to Parliamentarians or staff engaged under the *Members of Parliament (Staff) Act 1984*, which are funded from Administered appropriations.

Note 1.1D: Administered – Suppliers expenses

Goods and services supplied or rendered	
Training and development	193
Work health and safety	21
Other	23
Total goods and services supplied or rendered	<u>237</u>
Goods supplied	-
Services rendered	237
Total goods and services supplied or rendered	<u>237</u>
Total suppliers	<u>237</u>



Notes to and forming part of the financial statements

1.2. Own-source revenue and gains

	2024
	\$'000
Own-source revenue	
Note 1.2A: Resources received free of charge	
ANAO external audit fee	70
Rent	155
Total resources received free of charge	<u>225</u>

Accounting policy

Resources received free of charge

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

Note 1.2B: Revenue from Government

Appropriations	11,634
Total revenue from government	<u>11,634</u>

Accounting policy

Revenue from Government

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



Notes to and forming part of the financial statements

2. Financial position

This section analyses PWSS's assets used to conduct its operations and the operating liabilities incurred as a result. Employee related information is disclosed in the People and Relationships Section.

2.1. Financial assets

	2024
	\$'000
Note 2.1: Trade and other receivables	
Appropriation receivables:	
Operating funding for existing programs	8,584
Departmental capital budget	499
Total appropriation receivables	<u>9,083</u>
Other receivables:	
GST receivable from the Australian Taxation Office	21
Leave receivable from other Government entities	235
Total other receivables	<u>256</u>
Total trade and other receivables (net)	<u>9,339</u>

Accounting policy

Financial assets

Trade receivables, loans and other receivables that are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest, that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

2.2. Other non-financial assets

	2024
	\$'000
Note 2.2: Prepayments	
Prepayments ¹	2,936
Total prepayments	<u>2,936</u>

There have been no indicators of impairment for other non-financial assets.

1. Prepayments are attributable to amounts paid for the delivery of accommodation fit-out for PWSS.



Notes to and forming part of the financial statements

2.3. Payables

	2024 \$'000
Note 2.3A: Suppliers	
Trade creditors and accruals	1,976
Total suppliers	<u>1,976</u>

Suppliers payable are settled within 20 days.

Note 2.3B: Other payables	
Payable to Government Departments	489
Total other payables	<u>489</u>

1. Other payables are employee benefits of PWSS paid by the Australian Public Service Commission (APSC) which PWSS are responsible to repay.



Notes to and forming part of the financial statements

3. Funding

This section identifies PWSS's funding structure.

3.1. Appropriations

	2024 \$'000
Note 3.1A: Annual appropriations and unspent annual appropriations ('Recoverable GST exclusive')	
Departmental appropriation	
Ordinary annual services	11,634
Capital budget ¹	3,435
Total appropriation available	15,069
Appropriation applied	(5,984)
Variance²	9,085
Closing unspent appropriation	9,085
Balance comprises of:	
<i>Represented by:</i>	
Appropriation Act (No. 1) - Cash at Bank	2
Appropriation Act (No. 1) - Operating	8,584
Appropriation Act (No. 1) - Departmental Capital Budget (DCB)	499
Total Departmental	9,085

1. DCBs are appropriated through Appropriation Act (No.1). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

2. The variance is primarily attributed to the full year's appropriations not yet being utilised due to the timing of expenditures, which corresponded with the initial phases of PWSS' establishment.

Accounting policy

Revenue from Government

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

Note 3.1 Appropriations Cont'd

	2024 \$'000
Note 3.1C: Annual appropriations and unspent annual appropriations ('Recoverable GST exclusive')	
Administered appropriation	
Ordinary annual services	1,285
Total appropriation available	1,285
Appropriation applied	(73)
Variance¹	1,212
1. The variance is primarily attributed to the suppliers payable at the end of the financial year.	
Closing unspent appropriation	1,212
<i>Represented by:</i>	
Appropriation Act (No. 1) - Operating	1,212
Total Administered	1,212



Notes to and forming part of the financial statements

3.2. Net cash appropriations

	2024 \$'000
Note 3.2 Departmental net cash appropriations	
Total comprehensive income as per the Statement of Comprehensive Income	6,234
Plus: depreciation/amortisation of assets funded through appropriations (DCB funding and/or equity injections) ¹	-
Net Cash Operating Surplus	6,234

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



Notes to and forming part of the financial statements

4. People and relationships

This section provides a range of employment and post employment benefits provided to our people and our relationships with other key people.

4.1. Employee provisions

	2024 \$'000
Note 4.1: Employee provisions	
Annual leave	55
Long service leave	88
Total employee provisions	143

Accounting policy

The Chief Executive Officer of PWSS is the only directly employed staff member for 2023-24. All other PWSS staff are seconded from other Australian Government entities.

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts. The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

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

Leave

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the agency's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the work of an actuary (using the short-hand method) as at 30 June 2024. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Superannuation

The agency's staff are members of the Public Sector Superannuation Scheme (PSS) and the PSS accumulation plan (PSSap). The PSS is a defined benefit scheme for the Australian Government and the PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in DOF's administered schedules and notes.

The agency makes employer contributions to the employees' superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Australian Government. The agency accounts for the contributions as if they were contributions to defined contribution plans.

4.2. Related party disclosures

Related party relationships

PWSS is an Australian Government controlled entity. The related parties to PWSS are key management personnel as defined below in Note 4.3 and their close family members and/or controlled or joint controlled entities as well as other Australian Government entities.

Transactions with related parties

PWSS undertakes a number of functions on behalf of the Australian Parliament, as detailed in the financial statements. In performing these functions, PWSS transacts with all other Australian Government controlled entities for normal day-to-day business operations provided under normal terms and conditions. These transactions are not considered significant individually to warrant separate disclosure as related party transactions.



Notes to and forming part of the financial statements

4.3. Key management personnel remuneration

Key management personnel (KMP) are those persons having authority and responsibility for planning, directing and controlling the activities of the agency, directly or indirectly (excluding those subject to a fee-for-service contract arrangement where the agency is not the direct employer).

PWSS has determined the KMP to be the Chief Executive Officer (CEO). KMP remuneration is reported in the table below:

	2024 \$'000
Note 4.3: Key management personnel remuneration	
Short-term employee benefits	321
Post-employment benefits	46
Other long-term employee benefits	15
Total key management personnel remuneration expenses¹	382

1. The total number of KMP positions reportable in the table above is one (1) position. During the 2023-24 financial year this position was occupied by two (2) individuals. During the financial year 6 overpayments totalling \$38 were made to a key management personnel. This overpayment error is a recoverable payment under section 16A(2) of the *Remuneration Tribunal Act 1973* and is being repaid to the Commonwealth.



Notes to and forming part of the financial statements

5. Managing uncertainty

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

5.1. Contingent liabilities and contingent assets

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

Accounting policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

5.2. Financial instruments

	2024
	\$'000
Note 5.2A: Categories of financial instruments	
Financial Assets	
Financial assets at amortised cost	
Cash and cash equivalents	2
Total financial assets	2
Financial Liabilities	
Financial liabilities measured at amortised cost	
Suppliers	1,976
Total financial liabilities	1,976

Accounting policy

Financial assets

Financial assets are recognised when the agency becomes a party to a contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial assets at amortised cost

Financial assets included in this category need to meet two criteria:

- the financial asset is held in order to collect the contractual cash flows, and
- the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective interest method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the general approach which measures the loss allowance based on the amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial liabilities

Financial liabilities are recognised and derecognised upon 'trade date'.

Financial liabilities at amortised cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Suppliers and other payables are recognised at amortised cost.



Notes to and forming part of the financial statements

Liabilities are recognised to the extent that the goods or services have been received, irrespective of having been invoiced.

6. Other Information

6.1. Current/non-current distinction for assets and liabilities

	2024
	\$'000
Note 6.1A: Current/non-current distinction for assets and liabilities	
Assets expected to be recovered in:	
No more than 12 months	
Cash and cash equivalents	2
Trade and other receivables	9,339
Prepayments	2,936
Total no more than 12 months	<u>12,277</u>
Total assets	<u>12,277</u>
Liabilities expected to be settled in:	
No more than 12 months	
Suppliers	1,976
Unearned appropriation	489
Employee provisions	67
Total no more than 12 months	<u>2,532</u>
More than 12 months	
Employee provisions	76
Total more than 12 months	<u>76</u>
Total liabilities	<u>2,608</u>



Notes to and forming part of the financial statements

7. Restructuring

7.1. Restructuring

PWSS was established as a Non-Corporate Commonwealth Entity on 1 October 2023, bringing together functions from the Department of Finance and establishing additional functions to support Commonwealth Workplace Participants. No assets or liabilities were transferred during the 2023-24 financial year.

The final asset and liability transfers will be made during the 2024-25 financial year, when staff are transferred from Department of Finance and the Australian Public Service Commission (APSC) to the PWSS. There were no transfers of appropriations between APSC and PWSS in 2023-24.

	Department of Finance 2024 \$'000
Note 7.1A: Restructuring - Departmental FUNCTIONS ASSUMED	
Expenses recognised	
Recognised by the receiving entity	680
Recognised by the losing entity	69
Total expenses recognised	<u>749</u>

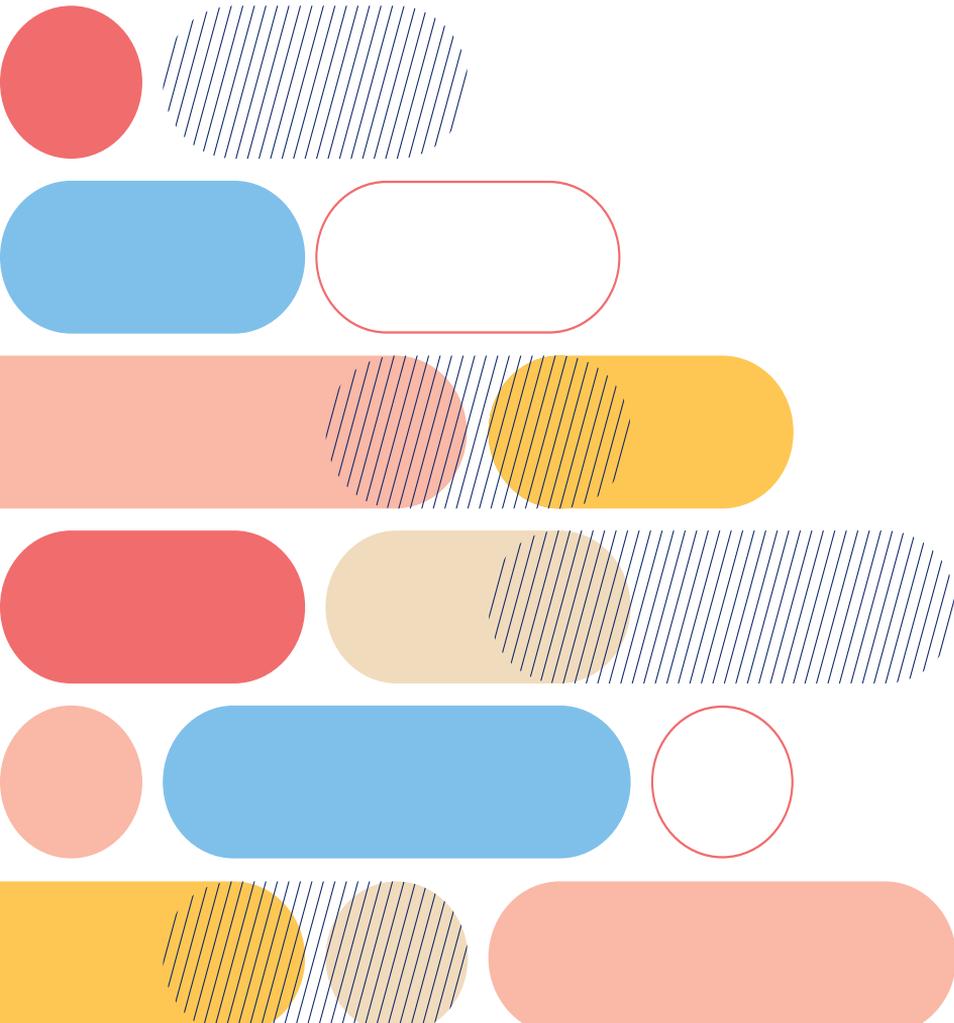
	Department of Finance 2024 \$'000
Note 7.2A: Restructuring - Administered FUNCTIONS ASSUMED	
Expenses recognised	
Recognised by the receiving entity	1,285
Recognised by the losing entity	2,599
Total expenses recognised	<u>3,884</u>



Part 5

Appendices

Part five



Appendix A

Entity resource statement

Note: The table below should include amounts subject to quarantine s.51. Information below should be sourced from an entity's appropriation notes included with their audited financial statements.

1. Non-corporate Commonwealth entities are required to summarise the total resources of the entity and the total payments made by the entity in a table. The report on financial performance section under the financial reporting accordion in the annual report content requirements page of RMG-135 discusses this requirement.
2. The preferred format for this table is provided below. The table should be included as an appendix to the annual report. Entity resource statements provide information about the various funding sources that are available to the entity and that the entity may draw against.
3. The suggested format for an entity resource statement in the annual report has been designed to allow entities to reconcile the final usage of all resources in cash terms, by declaring the actual available appropriation for the relevant reporting period (including cash balances carried forward and further adjustments such as section 75 transfers under the PGPA Act and advances to the Finance Minister), and comparing this to the actual payments made.
4. Additionally, for departmental appropriations and special accounts, information about any remaining balance that will be carried over to the next reporting period should also be reported.
5. The preferred format for the table, which is consistent with Table 1.1 in the Portfolio Budget Statements, is set out below.

Further guidance concerning the Portfolio Budget Statements can be found at: [Portfolio Budget Statements | Department of Finance](#).



	2023-24	2023-24	2023-24
	Current available appropriation	Payments made	Balance remaining
	(a)	(b)	(a)-(b)
	\$'000	\$'000	\$'000
Departmental			
Annual appropriations - ordinary annual services	15,069	5,984	9,085
Total departmental resourcing (c+d+e-f)	15,069	5,984	9,085
Administered			
Annual appropriations - ordinary annual services	1,285	1,285	0
Total administered resourcing (g+h+i-j-k)	1,285	1,285	0
Total resourcing and payments for Parliamentary Workplace Support Service	16,354	7,269	9,085

Expenses for outcomes

Note: RMG-135 Annual reports for non-corporate Commonwealth entities requires reporting on financial performance by utilising tables that summarises total resources of the entity, and the total payments made by the entity, during the period.

The table below sets out the preferred format of the table to be published. The core content of the summary table is to show the total resources for the entity in comparison with the total payments made during the year. In addition, the table should also incorporate a series of summary tables showing the total resources for each outcome administered by the entity.



Outcome 1: Support Commonwealth Parliamentary Workplace Participants to build and maintain safe and respectful workplaces, including by supporting positive cultural change and providing human resource functions to parliamentarians and their staff.	Budget*	Actual expenses	Variation
	2023–24	2023–24	2023–24
	\$'000	\$'000	\$'000
	(a)	(b)	(a) - (b)
Program 1.1: Parliamentary Workplace Support Service			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1)	1,285	1,285	0
Administered total	1,285	1,285	0
Departmental expenses			
Departmental appropriation			
Ordinary annual services (Appropriation Act No. 1)	11,634	5,625	6,009
Expenses not requiring appropriation in the Budget year ²	0	225	-225
Departmental total	11,634	5,850	5,784
Total expenses for Program 1.1	12,919	7,135	5,784
Total expenses for Outcome 1	12,919	7,135	5,784
	2023–24	2023–24	
Average staffing level (number)	1	1	

* Full-year budget, including any subsequent adjustment made to the 2023–24 budget at Additional Estimates.

¹ Estimated expenses incurred in relation to receipts retained under section 74 of the *PGPA Act 2013*.

² Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses, make good expenses, audit fees.

Further assistance on information to be disclosed in the above data tables can be obtained by contacting the Department of Finance at budget_framework@finance.gov.au.

Appendix B

Advertising and market research

In 2023–24, the PWSS did not conduct any advertising campaigns or market research.



Appendix C

Ecologically sustainable development and environmental performance

Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* requires Commonwealth agencies to report against two core criteria:

1. How the agency accords with and contributes to the principles of ecologically sustainable development.
2. The environmental performance of the agency, including the impact of its activities on the natural environment, how these are mitigated and how they will be further mitigated.

The PWSS does not administer any legislation that has a direct impact on ecologically sustainable development. The principles relating to scientific certainty and biological diversity are generally of limited application to our activities.

Our operations fall into 5 categories of environmental impact:

- Electricity consumption
- Water use
- Waste generation
- Paper use
- Transportation.

DPS is responsible for managing Parliament House and the parliamentary precincts. DPS reports in accordance with section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* in its annual report, which is available from www.aph.gov.au and the Commonwealth Transparency Portal.



Emissions reporting

Greenhouse gas emissions inventory (location based)

Emission source	Scope 1 t CO ₂ -e	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e
Electricity (Location Based Approach)	N/A	0.000	0.000	0.000
Natural Gas	0.000	N/A	0.000	0.000
Solid Waste*	N/A	N/A	0.000	0.000
Refrigerants*†	0.000	N/A	N/A	0.000
Fleet and Other Vehicles	0.000	N/A	0.000	0.000
Domestic Commercial Flights	N/A	N/A	0.000	0.000
Domestic Hire Car*	N/A	N/A	0.078	0.078
Domestic Travel Accommodation*	N/A	N/A	0.000	0.000
Other Energy	0.000	N/A	0.000	0.000
Total t CO₂-e	0.000	0.000	0.078	0.078

Note: the table above presents emissions related to electricity usage using the location-based accounting method. CO₂-e = Carbon Dioxide Equivalent.

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

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

Other caveats

Emissions associated with electricity, natural gas and solid waste PWSS operations are included in the emissions reporting of the Museum of Australian Democracy and DPS.

Domestic commercial flights were managed through the APSC during the reporting period. It was not possible to separate flights specific to the PWSS for emissions reporting and emissions from domestic commercial flights for this financial year are reported in the APSC annual report.



Electricity greenhouse gas emissions

Emission source	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e	Percentage of electricity use
Electricity (Location Based Approach)	0.000	0.000	0.000	100.00%
Market-based electricity emissions	0.000	0.000	0.000	0.00%
Total renewable electricity	-	-	-	0.00%
<i>Mandatory renewables¹</i>	-	-	-	0.00%
<i>Voluntary renewables²</i>	-	-	-	0.00%

Note: the table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO₂-e = Carbon Dioxide Equivalent.

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



Appendix D

Disability reporting

In line with Australia's Disability Strategy 2021–2031, the PWSS is committed to providing improved visibility of disability information and reporting mechanisms supported by the agency.

A range of reports on progress of the strategy's actions and outcome areas will be published and available at www.disabilitygateway.gov.au/ads.

Disability reporting is included in the APSC State of the Service reports and the APS Statistical Bulletin. These reports are available at www.apsc.gov.au.



Appendix E

Digital reporting tool data — Non-corporate Commonwealth entities

Table E-1 PGPA Rule Section 17AD(da) — Executive Remuneration for Key Management Personnel

Name	Position title	Base salary ³	Short-term benefits	
			Bonuses	Other benefits and allowances ⁴
Michelle Wicks ¹	CEO	221,198	-	1,044
Leonie McGregor ²	CEO	97,839	-	277

During the financial year 6 overpayments totalling \$38 were made to a key management personnel. This overpayment error is a recoverable payment under section 16A(2) of the *Remuneration Tribunal Act 1973* and is being repaid to the Commonwealth.

1. Michelle Wicks was the acting PWSS CEO from 1 October 2023 to 14 April 2024.

2. Leonie McGregor commenced as PWSS CEO on 8 April 2024.

3. The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.

4. Amounts reported under “other benefits and allowances” relate to fringe benefits on car park and salary sacrificed vehicles.



Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
Superannuation contributions	Long service leave	Other long-term benefits		
31,593	13,066	-	-	266,901
14,855	2,009		-	114,979



Table E-2 17AD(da) Executive remuneration — information about remuneration for senior executives

Short-term benefits				
Total remuneration bands	Number of Senior Executives	Average base salary \$	Average bonuses \$	Average other benefits and allowances \$
\$0 - \$220,000	0	0	0	0
\$220,001 - \$245,000	0	0	0	0
\$245,001 - \$270,000	0	0	0	0
\$270,001 - \$295,000	0	0	0	0
\$295,001 - \$320,000	0	0	0	0
\$320,001 - \$345,000	0	0	0	0
\$345,001 - \$370,000	0	0	0	0
\$370,001 - \$395,000	0	0	0	0
\$395,001 - \$420,000	0	0	0	0
\$420,001 - \$445,000	0	0	0	0
\$445,001 - \$470,000	0	0	0	0
\$470,001 - \$495,000	0	0	0	0
\$495,001 - \$520,000	0	0	0	0



Table E-3 17AD(da) Executive remuneration — information about remuneration for other highly paid staff

Total remuneration bands	Number of other highly paid staff	Short-term benefits		
		Average base salary	Average bonuses	Average other benefits and allowances
\$250,000–\$270,000	0	0	0	0
\$270,001–\$295,000	0	0	0	0
\$295,001–\$320,000	0	0	0	0
\$320,001–\$345,000	0	0	0	0
\$345,001–\$370,000	0	0	0	0
\$370,001–\$395,000	0	0	0	0
\$395,001–\$420,000	0	0	0	0
\$420,001–\$445,000	0	0	0	0
\$445,001–\$470,000	0	0	0	0
\$470,001–\$495,000	0	0	0	0
\$495,001-	0	0	0	0

Table E-4 PGPA Rule Section 17AE(1)(aa)(i)-(iii) – Accountable Authority

Details of Accountable Authority during the reporting period (2023–24)

Name	Position title	Start date (1 July 2023 or after)	End date (30 June 2024 or before)
Leonie McGregor	Chief Executive Officer	8 April 2024	30 June 2024

Table E-5 PGPA Rule Section 17AG(2)(d)-(e) Significant non-compliance with the Finance Law

Description of non-compliance	Remedial action
N/A	N/A



Post employment benefits	Other long-term benefits		Termination benefits	Total remuneration
Average superannuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0



Table E-6 PGPA Rule Section 17AG(4)(aa) — Management of Human Resources

All ongoing employees (2023–24)

*Note the CEO is a statutory appointment and not counted as an employee

	Man/male			Woman/female		
	Full time	Part time	Total	Full time	Part time	Total
NSW	-	-	-	-	-	-
Qld	-	-	-	-	-	-
SA	-	-	-	-	-	-
Tas	-	-	-	-	-	-
Vic	-	-	-	-	-	-
WA	-	-	-	-	-	-
ACT	-	-	-	-	-	-
NT	-	-	-	-	-	-
External Territories	-	-	-	-	-	-
Overseas	-	-	-	-	-	-
Total	-	-	-	-	-	-

All non-ongoing employees (2023–24)

	Man/male			Woman/female		
	Full time	Part time	Total	Full time	Part time	Total
NSW	-	-	-	-	-	-
Qld	-	-	-	-	-	-
SA	-	-	-	-	-	-
Tas	-	-	-	-	-	-
Vic	-	-	-	-	-	-
WA	-	-	-	-	-	-
ACT	-	-	-	-	-	-
NT	-	-	-	-	-	-
External Territories	-	-	-	-	-	-
Overseas	-	-	-	-	-	-
Total	-	-	-	-	-	-



Non-binary			Prefers not to answer			Uses a different term			Total
Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
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-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

Non-binary			Prefers not to answer			Uses a different term			Total
Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
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-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-



Table E-7 PGPA Rule Section 17AG(4)(b)(i)-(iv) — Australian Public Service (APS) Classification and Gender

Australian Public Service Act ongoing employees (2023–24)

	Man/male			Woman/female		
	Full time	Part time	Total	Full time	Part time	Total
SES 3	-	-	-	-	-	-
SES 2	-	-	-	-	-	-
SES 1	-	-	-	-	-	-
EL 2	-	-	-	-	-	-
EL 1	-	-	-	-	-	-
APS 6	-	-	-	-	-	-
APS 5	-	-	-	-	-	-
APS 4	-	-	-	-	-	-
APS 3	-	-	-	-	-	-
APS 2	-	-	-	-	-	-
APS 1	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total	-	-	-	-	-	-

Australian Public Service Act non-ongoing employees (2023–24)

	Man/male			Woman/female		
	Full time	Part time	Total	Full time	Part time	Total
SES 3	-	-	-	-	-	-
SES 2	-	-	-	-	-	-
SES 1	-	-	-	-	-	-
EL 2	-	-	-	-	-	-
EL 1	-	-	-	-	-	-
APS 6	-	-	-	-	-	-
APS 5	-	-	-	-	-	-
APS 4	-	-	-	-	-	-
APS 3	-	-	-	-	-	-
APS 2	-	-	-	-	-	-
APS 1	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total	-	-	-	-	-	-



Table E-8 PGPA Rule Section 17AG(4)(b)(i)-(iii) — Employment type by full time and part time Status

Australian Public Service Act Employees by full time and part time Status (2023–24)

	Ongoing			Non-ongoing			Total
	Full time	Part time	Total Ongoing	Full time	Part time	Total non-Ongoing	
SES 3	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-
SES 1	-	-	-	-	-	-	-
EL 2	-	-	-	-	-	-	-
EL 1	-	-	-	-	-	-	-
APS 6	-	-	-	-	-	-	-
APS 5	-	-	-	-	-	-	-
APS 4	-	-	-	-	-	-	-
APS 3	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-

Table E-9 PGPA Rule Section 17AG(4)(b)(v) — Employment type by location

Australian Public Service Act employment type by location (2023–24)

	Ongoing	Non-ongoing	Total
NSW	-	-	-
Qld	-	-	-
SA	-	-	-
Tas	-	-	-
Vic	-	-	-
WA	-	-	-
ACT	-	-	-
NT	-	-	-
External territories			
Overseas	-	-	-
Total	-	-	-



Table E-10 PGPA Rule Section 17AG(4)(b)(vi) — Indigenous employment

Australian Public Service Act Indigenous employment (2023–24)

	Total
Ongoing	-
Non-ongoing	-
Total	-

Table E-11 PGPA Rule Section 17AG(4)(c)(i) — Employment arrangements of SES and non-SES employees

Australian Public Service Act Employment arrangements (2023–24)

	SES	Non-SES	Total
Department of Finance Enterprise Agreement	-	-	-
Australian Public Service Commission Enterprise Agreement	-	-	-
Individual Flexibility Agreement (IFA)	-	-	-
Section 24(1) determinations	-	-	-
Total	-	-	-

Table E-12 PGPA Rule Section 17AG(4)(c)(ii) — Salary ranges by classification level

	Minimum salary	Maximum salary
SES 3	-	-
SES 2	-	-
SES 1	-	-
EL 2	-	-
EL 1	-	-
APS 6	-	-
APS 5	-	-
APS 4	-	-
APS 3	-	-
APS 2	-	-
APS 1	-	-
Other	-	-
Minimum/maximum range	-	-



Table E-13 PGPA Rule Section 17AG(4)(d)(iii)-(iv) — Performance pay by classification level

Australian Public Service Act employment performance pay by classification level (2023–24)

	Number of employees receiving performance pay	Aggregated (sum total) of all payments made	Average of all payments made	Minimum payment made to employees	Maximum payment made to employees
SES 3	-	-	-	-	-
SES 2	-	-	-	-	-
SES 1	-	-	-	-	-
EL 2	-	-	-	-	-
EL 1	-	-	-	-	-
APS 6	-	-	-	-	-
APS 5	-	-	-	-	-
APS 4	-	-	-	-	-
APS 3	-	-	-	-	-
APS 2	-	-	-	-	-
APS 1	-	-	-	-	-
Other	-	-	-	-	-
Total	-	-	-	-	-

Table E-14 PGPA Rule Section 17AG(7)(a)(i)-(iv) — Reportable consultancy contracts

Expenditure on reportable consultancy contracts (2023–24)

	Number	Expenditure \$'000 (GST inc.)
New contracts entered into during the reporting period	-	-
Ongoing contracts entered into during a previous reporting period	-	-
Total	-	-



Table E-15 PGPA Rule Section 17AG(7A)(a)(i)-(iv) — Reportable non-consultancy contracts

Expenditure on reportable non-consultancy contracts (2023–24)

	Number	Expenditure \$'000 (GST inc.)
New contracts entered into during the reporting period	13	203
Ongoing contracts entered into during a previous reporting period	26	1,069
Total	39	1,272



Appendix F

Legal services expenditure reporting

Paragraph 11.1 (ba) of the Legal Service Directions 2017 requires that, by 30 October each year, agencies make publicly available records of the legal services expenditure for the previous financial year. This section contains the legal expenditure for the Parliamentary Workplace Support Service.

Legal services expenditure 2023–24

The figures below cover the period 1 October 2023 to 30 June 2024*

Legal expenditure 2023–24	Total amount (\$)
Internal legal services expenditure	270,581
External legal services expenditure	97,912
Total legal services expenditure	368,493

Figures are exclusive of GST.

*The PWSS was established as a statutory agency on 1 October 2023.



Appendix G

Abbreviations and acronyms

AASB	Australian Accounting Standards Board
ACT	Australian Capital Territory
AFL	Australian Football League
AFR	Australian Financial Review
AHRI	Australian Human Resources Institute
ANAO	Australian National Audit Office
ANZSOG	Australia and New Zealand School of Government
APH	Australian Parliament House
APP	Australian Privacy Principles
APS	Australian Public Service
APSC	Australian Public Service Commission
ARC	Audit and Risk Committee
CEO	Chief Executive Officer
CPW	Commonwealth Parliamentary Workplace
DCB	Departmental Capital Budget
DPS	Department of Parliamentary Services
DoF	Department of Finance
EAP	Employee Assistance Program
EL	Executive Level
FBT	Fringe Benefits Tax
Finance	Department of Finance
FOI	Freedom of Information
FOI Act	<i>Freedom of Information Act 1982</i>
GST	Goods and Services Tax
HR	Human Resources
IFA	Individual Flexibility Arrangement



IPAA	Institute of Public Administration Australia
IPSC	Independent Parliamentary Standards Commission
IT	Information Technology
KMP	Key Management Personnel
MaPS	Ministerial and Parliamentary Services, Department of Finance
MoG	Machinery of Government
MoP(S)	Members of Parliament (Staff) Act 1984
MoU	Memorandum of Understanding
MP	Member of Parliament
NDIA	National Disability Insurance Agency
N/A	Not Applicable
OAIC	Office of the Australian Information Commission
OECD	Organisation for Economic Cooperation and Development
OPA	Official Public Account
PDP	Professional Development Program
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
Privacy Act	<i>Privacy Act 1988</i>
PS Act	Public Service Act 1999
PSM	Public Service Medal
PSS	Public Sector Superannuation Scheme
PSSap	PSS Accumulation Plan
PWSS	Parliamentary Workplace Support Service
PWSS Act	<i>Parliamentary Workplace Support Service Act 2023</i>
RAP	Reconciliation Action Plan
SES	Senior Executive Service
SME	Small to Medium Enterprise
SMOS	Special Minister of State
UCLA	University of California, Los Angeles
WHS	Work Health and Safety
WHS Act	<i>Work Health and Safety Act 2011</i>
WHSC	Work Health and Safety Committee



Appendix H

List of requirements

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(g)		Letter of transmittal	
17AI	iii	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h)		Aids to access	
17AJ(a)	ii	Table of contents (print only).	Mandatory
17AJ(b)	111	Alphabetical index (print only).	Mandatory
17AJ(c)	99	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	101	List of requirements.	Mandatory
17AJ(e)	Inside front cover	Details of contact officer.	Mandatory
17AJ(f)	Inside front cover	Entity's website address.	Mandatory
17AJ(g)	Inside front cover	Electronic address of report.	Mandatory
17AD(a)		Review by accountable authority	
17AD(a)	iv	A review by the accountable authority of the entity.	Mandatory
17AD(b)		Overview of the entity	
17AE(1)(a)(i)	2	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	4	A description of the organisational structure of the entity.	Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
17AE(1)(a)(iii)	2	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	2	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	xi, 88	Name of the accountable authority or each member of the accountable authority	Mandatory
17AE(1)(aa)(ii)	xi, 88	Position title of the accountable authority or each member of the accountable authority	Mandatory
17AE(1)(aa)(iii)	88	Period as the accountable authority or member of the accountable authority within the reporting period	Mandatory
17AE(1)(b)	5	An outline of the structure of the portfolio of the entity.	Portfolio departments mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
17AD(c)		Report on the Performance of the entity	
		Annual Performance Statements	
17AD(c)(i); 16F	7	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
17AD(c)(ii)		Report on Financial Performance	
17AF(1)(a)	43	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	77	A table summarising the total resources and total payments of the entity.	Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.
17AD(d)		Management and Accountability	
		Corporate Governance	
17AG(2)(a)	36	Information on compliance with section 10 (fraud systems)	Mandatory
17AG(2)(b)(i)	xi	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	xi	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	xi	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory
17AG(2)(c)	30	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	N/A	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to noncompliance with Finance law and action taken to remedy noncompliance.	If applicable, Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
Audit Committee			
17AG(2A)(a)	32	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A)(b)	31	The name of each member of the entity's audit committee.	Mandatory
17AG(2A)(c)	31	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A)(d)	31	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A)(e)	31	The remuneration of each member of the entity's audit committee.	Mandatory
External Scrutiny			
17AG(3)	38	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	38	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	38	Information on any reports on operations of the entity by the AuditorGeneral (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	N/A	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
Management of Human Resources			
17AG(4)(a)	39	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(aa)	90	<p>Statistics on the entity's employees on an ongoing and nonongoing basis, including the following:</p> <p>(a) statistics on fulltime employees;</p> <p>(b) statistics on parttime employees;</p> <p>(c) statistics on gender;</p> <p>(d) statistics on staff location.</p>	Mandatory
17AG(4)(b)	92	<p>Statistics on the entity's APS employees on an ongoing and nonongoing basis; including the following:</p> <p>Statistics on staffing classification level;</p> <p>Statistics on fulltime employees;</p> <p>Statistics on parttime employees;</p> <p>Statistics on gender;</p> <p>Statistics on staff location;</p> <p>Statistics on employees who identify as Indigenous.</p>	Mandatory
17AG(4)(c)	95	<p>Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the Public Service Act 1999.</p>	Mandatory
17AG(4)(c)(i)	95	<p>Information on the number of SES and nonSES employees covered by agreements etc identified in paragraph 17AG(4)(c).</p>	Mandatory
17AG(4)(c)(ii)	95	<p>The salary ranges available for APS employees by classification level.</p>	Mandatory
17AG(4)(c)(iii)	40	<p>A description of nonsalary benefits provided to employees.</p>	Mandatory
17AG(4)(d)(i)	96	<p>Information on the number of employees at each classification level who received performance pay.</p>	If applicable, Mandatory
17AG(4)(d)(ii)	96	<p>Information on aggregate amounts of performance pay at each classification level.</p>	If applicable, Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(d)(iii)	96	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	96	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets Management			
17AG(5)	53	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities	If applicable, mandatory
Purchasing			
17AG(6)	44	An assessment of entity performance against the Commonwealth Procurement Rules.	Mandatory
Reportable consultancy contracts			
17AG(7)(a)	96	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7)(b)	43	A statement that "During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]".	Mandatory
17AG(7)(c)	44	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
17AG(7)(d)	43	A statement that “Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.”	Mandatory
Reportable non-consultancy contracts			
17AG(7A)(a)	43	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	43	A statement that “Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.”	Mandatory
17AD(daa) Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts			
17AGA	44	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
Australian National Audit Office Access Clauses			
17AG(8)	44	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
Exempt contracts			
17AG(9)	44	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
Small business			
17AG(10)(a)	44	A statement that "[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website."	Mandatory
17AG(10)(b)	45	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
17AG(10)(c)	N/A	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.”	If applicable, Mandatory
Financial Statements			
17AD(e)	47	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
Executive Remuneration			
17AD(da)	84, 86	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 23 of the Rule.	Mandatory
17AD(f) Other Mandatory Information			
17AH(1)(a)(i)	N/A	If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”	If applicable, Mandatory
17AH(1)(a)(ii)	79	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that “Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”	If applicable, Mandatory
17AH(1)(c)	83	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
17AH(1)(d)	37	Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	N/A	Correction of material errors in previous annual report	If applicable, mandatory
17AH(2)	80	Information required by other legislation	Mandatory



Appendix I

Index

A

- abbreviations and acronyms, 99–100
- Accountable Authority, *see* Chief Executive Officer
- Advisory Board, PWSS *see* committees and boards
- Aboriginal and Torres Strait Islander peoples, iv
- advertising and market research, 79
- alcohol policies *see* policies
- annual performance statements, 7–26
- Australian National Audit Office
 - access clauses, 44
- appropriations, 67
- asset management, 53
- Audit and Risk Committee, *see* committees and boards
- Auditor-General, x, 44, 49, 50
- audits
 - financial statements, 47–73
 - internal, 35
- AusTender *see* procurement
- Australian Public Service
 - Code of Conduct and Values, 36
 - Disability Employment Strategy, 83
- Australian Public Service Commission, 6, 43, 60, 62, 66, 72, 95

B

- behaviour *see* workplace
- Behaviour Standards and Codes *see* Independent Parliamentary Services Commission
- best practice training *see* education and training



boards *see* committees and boards
budget variance commentary, 60
bullying and harassment, 11, 36, *see also* sexual harassment, sexual assault
business continuity management, 35
bystander reports, 17, 39

C

case studies
 incident response, 10
 workers compensation claim process, 22

Chief Executive Officer
 Accountable Authority, 44, 88
 Letter of Transmittal, x
 review, xi

codes of conduct, 11, 13–15, 19

Comcare, 22–23, 42

committees and boards
 Audit and Risk Committee, ARC, 30, 32, 35
 PWSS Advisory Board, 9, 15, 32–34
 Work Health and Safety Committee, 35 *see also* work health and safety

Commonwealth Ombudsman, 38

Commonwealth parliamentary workplace
 CPWs, 4, 8, 21, 32 *see also* workplace
 participants, CPW, 2–3, 9, 17, 23, 37

complaint resolution, 3, 9, 17, 25

constituent, 10, 28

consultants, 43

contingent liabilities and contingent assets, 71

contracts *see* procurement

corporate governance, 9, 30

counselling and support *see* support, functions

Commonwealth Parliamentary Workplaces *see* workplace



D

data analytics, 5, 12, 16
Department of Finance, 6, 13, 20, 43, 76, 78, 95
Dowd, Elizabeth, 34
Department of Parliamentary Services, DPS, 6, 35, 80–81
disability reporting, 83
disclosures, 17, 36
dismissal, 15–16
diversity and inclusion, 9, 12, 13, 34, 39, 40, 80

E

early intervention *see* support
education and training (MoPS staff)
 e-learning, 27
 facilitated, offerings, sessions, 26–27
 PWSS Academy, 3, 9–10, 15, 23, 27–28
education and training (PWSS) *see* staff
enterprise agreement, 26, 40, 61
entity resource statement, 76
electorate offices, 8, 10, 27
emissions reporting, 81
Employee Assistance Program *see* support
employment (MoPS staff)
 lifecycle, 3
 probation, 3
 termination, 15–16, 20, 26
entity resource statement, 76–77
Environment Protection and Biodiversity Conservation Act 1999, 80
establishment, PWSS, xi, 2–4, 9–10, 13, 60, 67
ethical standards, 36
Executive Roundtable, 30



exempt contracts, 44

expenses

departmental, 43

external scrutiny, 38

F

Fair Work Act 2009, 3, 15, 40

feedback and enquiries, iii

financial statements, 47–73

fraud control, 36

freedom of information, 37

Frew, Ian, 32

fraud and risk, 36

functions

counselling and support, 2–3, 5, 9, 10, 20, 23

complaint resolution, 3, 9, 17, 25

education and training, 2–4, 9, 18, 26–27

Human Resources, 2, 12, 20

policy development, 3, 12, 25

review function, 4

reporting, 4

support function, 3

G

governance structure, 30

greenhouse gas emissions, 81–82

Greenwood, Andrew the Hon, 33

guidance material, 15, *see also* Set the Standard

H

harassment *see* bullying and harassment, sexual harassment

Hogben, Mike, 32

Hosch, Tanya, 34

Human Resources Advisory Panel, 18



I

Implementation Group, 16, 18–19

incident and hazard reporting *see* work health and safety

inclusive, 8, 11, 14, 40, *see also* workplaces, Set the Standard

Independent Parliamentary Standards Commission, IPSC, 4, 13, 25

internal audit *see* audit

J

Jenkins Review *see* Set the Standard

job design *see* employment

judicial decisions, 38

K

key achievements, 9

key management personnel remuneration, 70

L

learning and development *see* education and training

leadership, 9, 11–12, 14, 25–26

legal services expenditure, 98

M

Machinery of Government, 6

management and accountability, 29–45

map, 8

McGregor PSM, Carmel, 33

McGregor, Leonie *see* Chief Executive Officer

measurement and public reporting, 12, 16

Members of Parliament (Staff) Act 1984, 12–16, 26–27, 63

MoP(S) employees, 3–4, 14, 15, 21, 61

misconduct, *see also* conduct

Museum of Australian Democracy, 6, 81



N

net cash appropriations *see* financial

non-core participant *see* participants

non-consultancy contracts, *see* procurement

O

Office of Parliamentarian Staffing and Culture, 12, 16–16

Office of the Australian Information Commission *see* privacy

overviews

agency, 2

financial, 43

financial statements, 63

performance and outcomes, 8

staff (PWSS), 39 *see also* staff (PWSS)

outcomes, 2, 8, 20, 30, 77

P

Parliament House, 40, 80

parliamentarian offices, 9, 26–27

Parliamentary Services Commissioner, 2

Parliamentary

committees, 38

departments, 11, 14, 18, 40

Parliamentary Workplace Support Service Act 2023, 2, 13, 61

participants *see* CPWs

partnerships, 9

people, *see* staff

performance

annual performance statements

overview

policy

alcohol, 19, 26, *see also* Set the Standard



- development, 25
- Presiding Officer, 16
- probation, *see* employment
- privacy 36–37
- procurement
 - AusTender, 43
 - contracts, non-consultancy 43–44
 - initiatives, small business, 44
 - purchasing, 44
- Professional Development Program *see* education and training
- psychosocial, 18, *see also* Set the Standard
- Public Governance, Performance and Accountability Act 2013*, 2, 30, 51, 61
- Public Service Act 1999*, 2, 6, 62
- purchasing *see* procurement
- purpose, 2
- PWSS
 - Academy *see* education and training
 - Advisory Board, *see* boards and committees

R

- Reconciliation Action Plan, 40
- recruitment, 13, 20, *see also* employment
- remuneration
 - executive, 88–89
 - key management personnel, 69–70, 84
 - senior executives, 86–87
 - staff, 40
- Remuneration Tribunal
- Resourcing Review *see* functions
- risk management, 35
- roles and functions, *see* functions



S

safe and respectful, 2, 11, 13, 27, 39, 78 *see also* workplace

safety *see* work health and safety

salaries *see* remuneration

Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces, xi, 2, 11–18, 26

Schumann, Jo, 31

small business *see* procurement

sexual assault, sexual harassment, 3, 11, 17–18, 24, 36

Special Minister of State, 2, 27

staff (PWSS)

- diversity and inclusion, 40

- learning and development, 39

- non-salary benefits, 40

- organisational structure, 5

- overview 39

- performance and capability framework, 41

- remuneration and employment conditions, 40

- superannuation, 69

- work health and safety, 41

stakeholder, 8, 21, *see also* partnerships

statistics, *see* data analytics, procurement, reporting, work health and safety.

Storti, Maria, 31

superannuation contributions, 85

support

- counselling and support services, 3, 5, 9–10

- early intervention, 10, 21, 23, *see also* work health and safety

- Employee Assistance Program, 21, 41

T

termination *see* employment



W

website, iii

work health and safety (MoPS staff)

initiatives, 21

notices, 22

notifiable incidents, 22

Work Health and Safety Act 2011 (WHS Act), 21, 41

work health and safety (PWSS), 41, *see also* staff (PWSS)

workplace

behaviour, 11–14, 36

complaint, 3, 25, *see also* complaint resolution

culture, xi, 11, 36, 39

review, 4, 26



