PWSS Parliamentary Workplace Support Service

Annual Report

2024–25

Parliamentary Workplace Support Service

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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 pwss.gov.au.

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

Feedback and enquiries

Enquiries about this report are welcome and should be directed to:

Parliamentary Workplace Support Service
Parliament House, Canberra, ACT
Email: contact@pwss.gov.au

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Acknowledgement of Country

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

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 2024–25.

This report describes the operations and performance of the PWSS during the period 1 July 2024 – 30 June 2025. It was prepared to meet legislated reporting requirements.

Part	
1	**Agency Overview:** Introduces the PWSS with a description of our agency.
2	**Annual Performance Statements:** Presents our Annual Performance Statements for 2024–25.
3	**Management and Accountability:** Details our management and accountability processes, including corporate governance, external scrutiny and a review of our human resources and financial management for 2024–25.
4	**Financial Statements:** Presents our audited Financial Statements for 2024–25.
5	**Appendices:** Provides additional information including an index of requirements and where to find this information in the report.

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Letter of Transmittal

PWSS
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 2024–25.

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 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:

- conducted fraud and corruption risk assessments and a control plan has been prepared
- appropriate fraud prevention, detection, investigation and reporting mechanisms that meet its specific needs
- taken all reasonable measures to deal appropriately with fraud and corruption.

Yours sincerely

Leonie McGregor
Chief Executive Officer

1 October 2025

Chief Executive Officer's Review

The Parliamentary Workplace Support Service has completed a full year of operation as a statutory agency. During that time we have seen federal parliamentarians and their staff become increasingly familiar with, and confident in accessing, the confidential human resource (HR) and counselling and support services we provide. This willingness to engage with us to obtain the support they need will help strengthen parliamentary workplaces over the longer term.

I have witnessed the compassionate, impartial and professional support offered by PWSS staff every day and their commitment to supporting cultural change across the Commonwealth parliamentary workplace (CPW). Our clients are trusting us to help them employ best-practice HR principles, enhance their leadership and support them throughout their time in the unique parliamentary environment no matter where they are located in Australia. Over the last year we provided support to parliamentarians through learning and development opportunities, HR advice, conflict resolution, work, health and safety and rehabilitation support, and counselling and support. We made 81 visits to electorate offices across every state and territory. We established the Independent Parliamentary Standards Commission (IPSC) and continue to educate everyone in CPWs on the recently published Behaviour Codes and Standards endorsed by the 47th Parliament.

The past year was an especially busy one due to the 2025 federal election and commencement of the 48th Parliament. While this created a surge in our workload, it also brought with it the opportunity to assist the latest intake of new parliamentarians and their staff so that they are set up for success from the start of their parliamentary careers. I could not be prouder of PWSS staff and the calm and professional way they handled their first federal election, and their ability to maintain high-quality support, client-focussed advice and practical solutions under pressure.

As an agency PWSS remains firmly focussed on consolidating our role within the parliamentary workplace. There is much we can build on as we enter 2025–26 to continue to support CPWs to build and maintain safe, respectful and inclusive workplaces. We aspire to hold the trust and confidence of the Australian Parliament and their staff as their primary human resources, counselling and support, and learning and development agency. We will continue to focus on the best ways to support our clients as we continue to work towards delivering helpful, confidential and impartial services for all parliamentarians and their staff.

I want to thank the Executive Team – Kate Wandmaker, Scott Mischke, Kath Messer and Jo Brennan – for their support, along with all of the PWSS staff. We also thank our Advisory Board and our Audit and Risk Committee for their support and guidance, along with the teams from the IPSC, Ministerial and Parliamentary Services, the Independent Parliamentary Expenses Authority and the parliamentary departments' teams who are valued partners in helping us achieve our goals.

I want to thank all parliamentarians and their staff who have worked with us and who continue to support the PWSS and provide us with valuable feedback so that we can provide a truly meaningful service that helps create a safe, respectful and positive workplace. It is really their efforts and commitment to continuously improve that shape CPWs and we look forward to continuing to work closely with all parliamentarians and their staff over the coming year.

A note from the PWSS Advisory Board Chair

PWSS Advisory Board

Ms Carmel McGregor PSM

It is my honour to serve as the first Chair of the PWSS Advisory Board, established under the *Parliamentary Workplace Support Service Act 2023* to advise the CEO in relation to the performance and functions of the PWSS and consider proposed mandatory policies, procedures and education or training programs. I am joined on the board by the Hon Andrew Greenwood, Ms Tanya Hosch and Ms Liz Dowd, who are all highly respected individuals who bring a broad range of expertise and professional acumen to the work of the Board.

I commend the CEO on successfully guiding the PWSS through its first full financial year of operations and thank the agency for the support it has provided the Advisory Board during its first year.

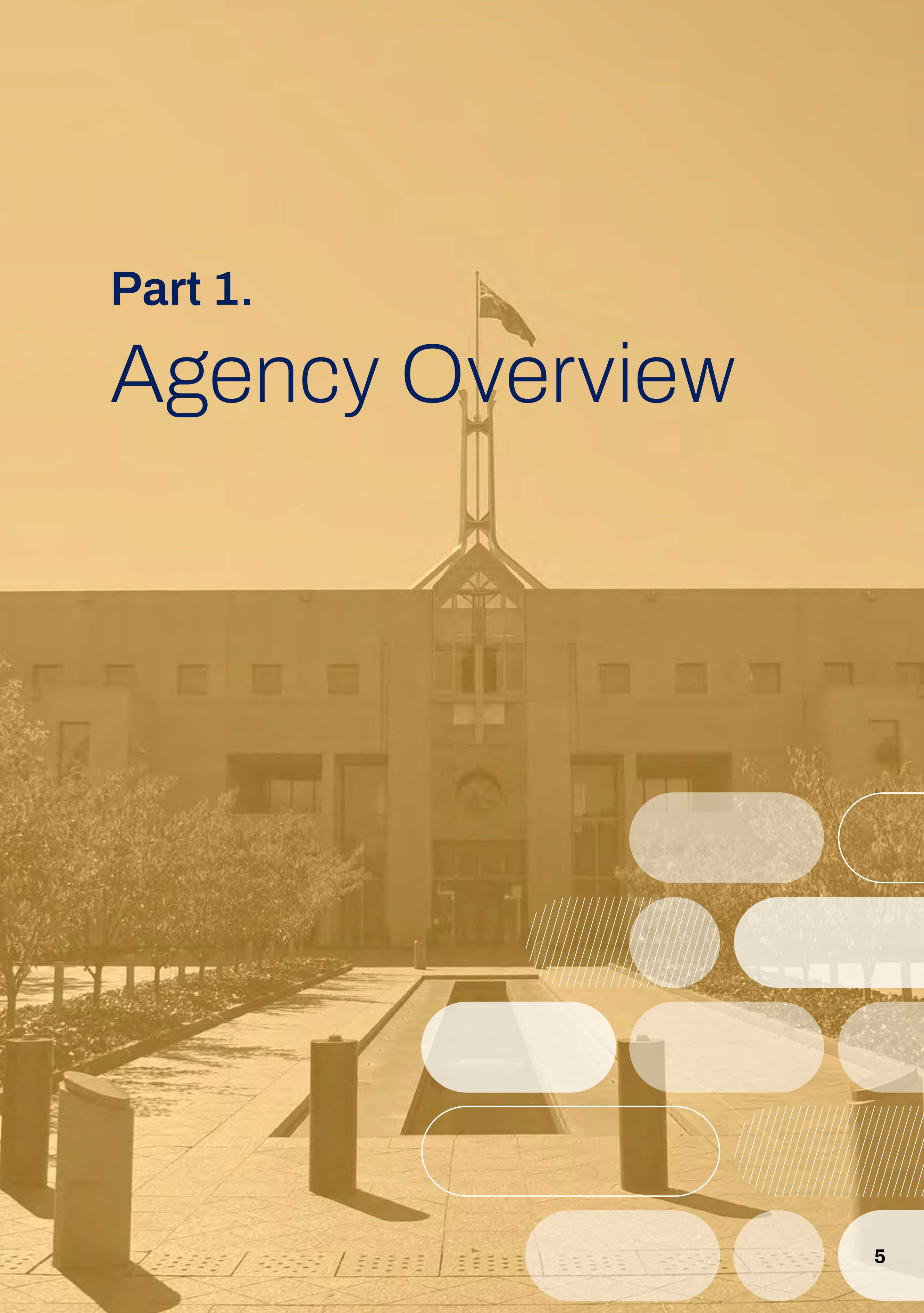
The Advisory Board met four times during the reporting period, with our inaugural meeting held on 29 July 2024. During this time, we have considered several matters that have helped to form the foundation for a strong HR and support service for parliamentarians and their staff, and will contribute to the vision of Commonwealth parliamentary workplaces (CPWs) that are exemplary, recognised as safe and respectful, and attract professional and high-performing staff.

These matters included the Independent Review of Resourcing in Parliamentarian Offices, the draft Impairment from Alcohol and Other Drugs policy, maturation of the Professional Development Program, federal election preparations and post-election support, and the development of the Commonwealth Parliamentary Workplace Culture and Performance Report.

I look forward to the establishment of the PWSS Consultative Committee during the 48th Parliament, whose important role is to consider proposed policies, procedures and training programs, including proposals for any of these to be made mandatory, prior to submission to the Advisory Board for approval. This will be important work for the Advisory Board in the coming year.

Supporting the PWSS and continued reform to ensure CPWs are safe and respectful will remain our priority for the coming year.

Part 1.
Agency Overview



PWSS Snapshot 2024–25

Support Services

5,048 Total calls answered

24,000+ Website visits

101 WHS incidents managed

81 Visits to electorate offices

130 Hazard reports

455 Counselling and Support cases managed

Training Highlights

3,196 Participant completions

227 Training sessions completed

1,007 WHS eLearning completions (*top course*)

Governance & People

15 Resources and policies developed

12 Board & Committee meetings

69 PWSS Staff

About us

We are an independent statutory agency established to support safe and respectful workplaces for parliamentarians, their employees and other Commonwealth parliamentary workplace (CPW) participants. We also support the Independent Parliamentary Standards Commission (IPSC) to discharge their duty to receive, consider and investigate complaints regarding relevant conduct outlined in the *Parliamentary Workplace Support Service Act 2023* (PWSS Act).

The parliamentary workplace is a busy environment where there are high levels of public scrutiny and work intensity. We operate in a complex, interconnected and evolving workplace that undergoes particularly significant change after each federal election.

We provide human resource support to parliamentarians and their staff, primarily in the form of HR advice that covers recruitment, job descriptions, onboarding, performance management, conflict resolution, work health and safety, and cessation of employment. We also provide counselling and support services to all who work or volunteer in a CPW.

We are one of several agencies providing support to parliamentarians and/or their staff. Helping our clients engage with the right people to address their specific need or requirement is an ongoing focus for us.

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

Vision

Parliamentary workplaces are exemplary, recognised as safe and respectful and attract professional and high-performing staff.

Purpose

To drive cultural change by being trusted advisors providing trauma-aware human resource advice and support to Commonwealth parliamentary workplace (CPW) participants. We act independently and confidentially to support all those who work or volunteer in a safe, respectful and inclusive culture. We work to provide education and learning opportunities to support a professional workplace.

Outcome

Support 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.

Key activities

Providing work health and safety services, including the development and implementation of policies, practices and management of safety risks to support a safe workplace; prevention and local resolution of workplace complaints; and advice on suspensions, terminations and other general employment matters.	Providing trauma-informed and confidential support services to the broader participants of CPWs and works closely with the Parliamentary Departments supporting a cohesive and consistent approach across CPWs in areas such as work health and safety and learning and development.
Collecting, analysing and reporting information on CPWs, including data on diversity characteristics of parliamentarians and their staff.	Developing and delivering best-practice policies and programs including professional development program guidance materials to support an uplift in workplace capability.

Core values

Accountability	Valuing People	Collaboration	Achievement	Leadership

Our organisational structure

Our agency is led by the Chief Executive Officer (CEO) and supported by a Deputy CEO. The PWSS has three branches structured to facilitate the delivery of our core functions and provide corporate support to our people.

Our organisational structure as at 30 June 2025 is shown at Figure 1.

Figure 1: PWSS organisational chart as at 30 June 2025

* The CEO is required to assist the IPSC and commissioners to perform their functions and exercise their powers. The CEO is the accountable authority for the purposes of the finance law.

PWSS supports more than 1,000 MoP(S) Act employees during federal election

Elections are a time of uncertainty for *Members of Parliament (Staff) Act 1984* (MoP(S) Act) employees because their employment is directly tied to the status of their employing parliamentarian. That is why during the 2025 federal election the PWSS provided extensive and proactive assistance to parliamentarians and MoP(S) Act staff, providing clear advice on how the election could affect their employment and offering comprehensive support services for parliamentarians and their staff who were affected by the election results.

Beyond the general disruption to normal work that comes with election campaigns, MoP(S) Act staff must navigate complex administrative processes, prepare for potential career transitions and manage the stress of an unpredictable work environment.

In 2025 the PWSS prepared for a predicted increase in demand for its services by reallocating and upskilling staff in preparation for meeting surge demand. Services that were most in demand were tailored employment advice (for employers and employees), counselling services by skilled in-house experts with deep understanding of the unique work environment, and practical resources and support such as access to quality, no-cost learning and development to help staff through uncertainty and career transition. This planning was essential to equip the PWSS to support parliamentarians and their staff to manage the disruptive impacts of a range of situations including transitions, terminations, lost and gained seats, resignations and decisions not to recontest.

New initiatives created by the PWSS during this period included a dedicated election webpage, educative materials such as an explanatory video unpacking potential impacts of the election for affected staff, publication of frequently asked questions (FAQs) and a deferral advice tool. The PWSS promoted these resources directly to parliamentarians and their staff throughout the election campaign and continued with communications and outreach following the election, especially during the deferral period.

Key PWSS election support activities at a glance

1,000 tailored written communications to MoP(S) Act employees, outlining how the election impacted their individual employment circumstances and ensuring they felt informed and supported through transition periods.

HR Advice received a **283% increase in calls** (701 calls in June 2025 compared to 183 in June 2024).

19 career transition payments made.

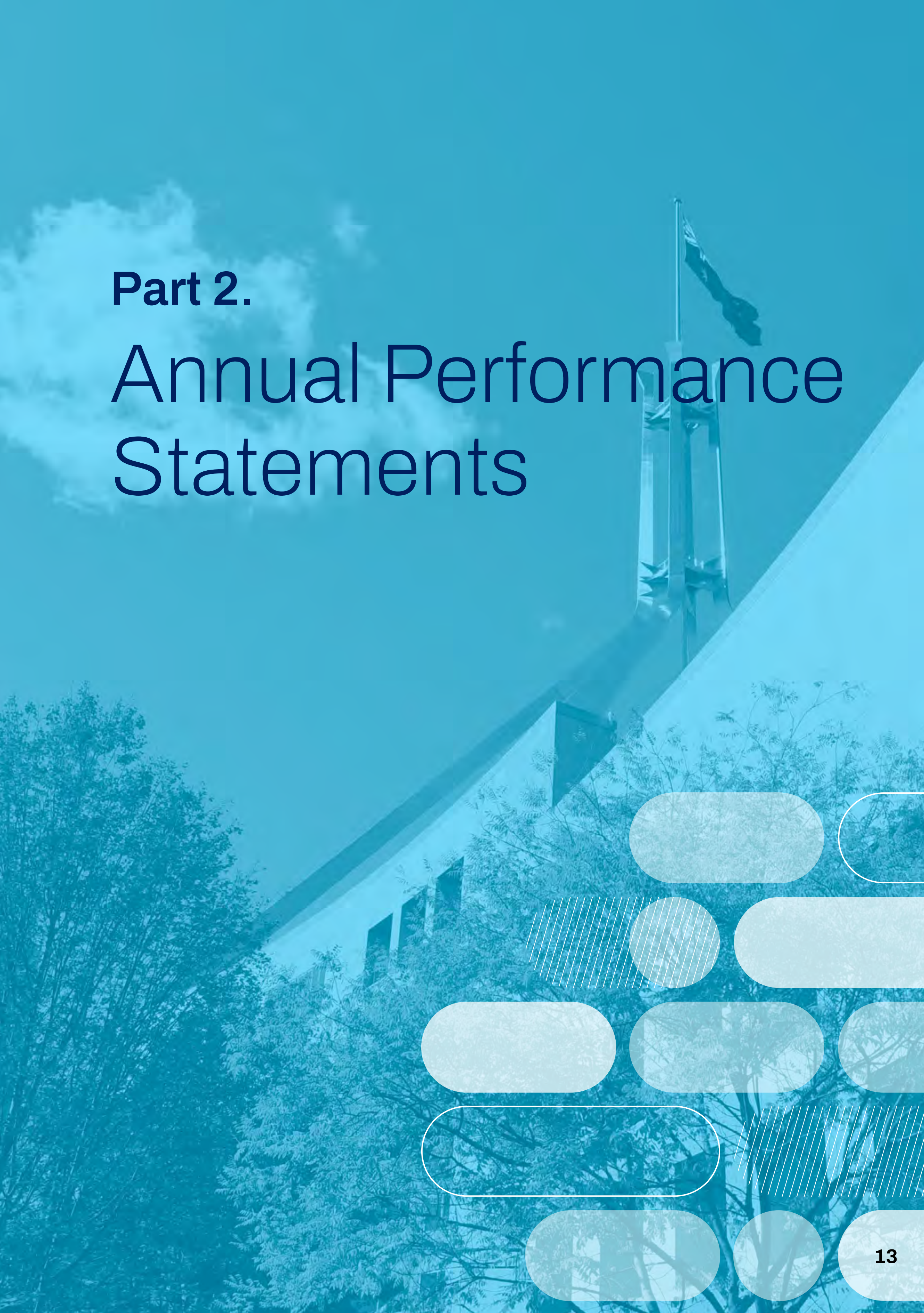
Election FAQs had the most active hits on the PWSS website with the longest engagement time of 104 seconds.

35 face-to-face inductions of new members and senators.

A post-election period retrospective conducted by the PWSS and informed by stakeholder input assessed the effectiveness of support provided and has driven reflection on key learnings to improve future election readiness.

Part 2.

Annual Performance Statements



Performance and outcomes

Statement of preparation

As the accountable authority of the Parliamentary Workplace Support Service (PWSS), I present the 2024–25 Annual Performance Statements of the PWSS, as required under paragraphs 39(1)(a) and (b) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and section 16F of the Public Governance, Performance and Accountability Rule 2014.

In my opinion, these Annual Performance Statements accurately reflect the performance of the entity for the reporting period and comply with subsection 39(2) of the PGPA Act.

Leonie McGregor
Chief Executive Officer

1 October 2025

Summary of performance results

Our performance results for 2024–25 are summarised in the table below, as well as revisions to performance targets made in 2024–25. For this reporting period we assessed our performance based on three possible ratings:

- **Achieved:** we achieved the target we set.
- **Partially achieved:** we achieved some of the goals we set but not the full amount set by the target.
- **Not achieved:** we did not achieve our target.

We achieved three of our four measures and did not achieve one of the measures.

Table 1: Summary of performance results and revisions to performance targets 2024–25

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.		
Key Activities	1. Providing work health and safety services, including the development and implementation of policies, practices and management of safety risks to support a safe workplace; prevention and local resolution of workplace complaints; and advice on suspensions, terminations and other general employment matters. 2. Developing and delivering best-practice policies and programs including professional development program guidance materials to support an uplift in workforce capability. 3. Collecting, analysing and reporting information on Commonwealth parliamentary workplace (CPWs) participants, including data on diversity characteristics of parliamentarians and their staff. 4. Providing trauma informed and confidential support services to the broader participants of CPWs and works closely with the Parliamentary Departments supporting a cohesive and consistent approach across CPWs in areas such as work health and safety and learning and development.	
Measure 1: Delivery of Parliamentary Workplace Resources Review.	**50% completion of final report.**	**Achieved – 100%**
Measure 2: Number of recommendations from the Set the Standard Report the PWSS is responsible for have been implemented relevant to the PWSS.	**10% completed.**	**Achieved – 67%**
Measure 3: Ensure service delivery is targeted, useful and meets client's needs.	**70% satisfaction per stakeholder satisfaction survey.**	**Unable to measure**
Measure 4: All staff complete a conflict of interest declaration prior to an offer of employment.	**10%**	**Achieved – 100%**

Revised performance targets

During 2024–25 we revised performance information published in the PWSS Corporate Plan 2024–28. The revisions relate to the published targets for performance measures 1, 2 and 4. The reasons for these changes are outlined below in Table 2.

Table 2: Explanation of revised performance targets 2024–25

Performance measure	PBS published performance target	Corporate Plan published performance target	Reason for change
Measure 1: Delivery of Parliamentary Workplace Resources Review.	Report to be provided to the Prime Minister and Special Minister of State.	**50% completion of final report.**	Due to a change in the leadership of the review and the complexity involved in analysing the extensive data collected, the performance target was revised.
Measure 2: Number of recommendations from the Set the Standard Report the PWSS is responsible for have been implemented relevant to the PWSS.	Portfolio Budget Statements (PBS) published target: 70% completed – measured through percentage of completion for each recommendation and aggregated for overall implementation.	**10% completed.**	The implementation of complex recommendations requires time and extensive consultation with affected stakeholders, which led to a revised target.
Measure 4: All staff complete a conflict of interest declaration prior to an offer of employment.	100%	**10%**	The revised performance target reflects the impact of a new requirement introduced in late 2023, which mandates the completion of a conflict of interest form prior to making an offer of employment.

Performance results

Measure 1: Delivery of Parliamentary Workplace Resources Review.

Overall performance	Achieved – 100%
Target	50%
Methodology	Measured through percentage of completion of final report.
Data sources	Internal records.
PBS and Corporate Plan references	Department of Finance Portfolio Budget Statements 2024–25, p. 211 and Corporate Plan 2024–28, p. 17.
Measure type	Quantitative.
Result explained	The Parliamentary Workplace Resources Review was completed and submitted to Government in December 2024.

Analysis

We rate our performance against this measure as achieved. We exceeded the revised target set out in the Corporate Plan 2024–28, meeting the originally published target in the Portfolio Budget Statements.

We finalised the Independent Review of Resourcing in Parliamentarian Offices in the reporting period. The review considered concerns about the adequacy of resources in federal parliamentarian offices. This was in response to Recommendation 3 of the review of the *Members of Parliament (Staff) Act 1984* (MoP(S) Act).

The review was completed in late 2024 with a final report provided to the Special Minister of State and the Prime Minister.

The review engaged extensively with parliamentarians, employees and agencies operating in the parliamentary environment. This included consultation sessions with 68 parliamentarian offices, 499 complete online survey responses and 41 stakeholder meetings.

The report sets out findings and recommendations aimed at resolving some of the most pressing resourcing challenges faced by parliamentarians and their staff. It identifies significant areas for improvement in resourcing, security, information and communications technology (ICT) and in training provided to parliamentarians' offices.

Measure 2: Number of recommendations from the Set the Standard Report the PWSS is responsible for have been implemented relevant to the PWSS.

Overall performance	Achieved – 67%
Target	10%
Methodology	Measured through percentage of completion for each recommendation and aggregated for overall implementation.
Data sources	Training course offerings and attendance data, enabling legislation, induction delivery program data, leadership framework, published guidance material on PWSS website and other communication media, case management data, work health and safety (WHS) data and WHS committee minutes.
PBS and Corporate Plan references	Department of Finance Portfolio Budget Statements 2024–25, p. 211 and Corporate Plan 2024–28, p. 18.
Measure type	Quantitative and qualitative.
Result explained	The PWSS contributes to or is responsible for implementing 12 recommendations. Of those, eight recommendations were completed and four were partially achieved, exceeding the 10% target.

Analysis

We rate our performance against this measure as achieved. We exceeded the revised target set out in the Corporate Plan 2024–28. Details of our progress in implementing the 12 recommendations relevant to the PWSS is outlined below.

Recommendation	Status	
4: Individual leadership	Achieved	Our learning and development function delivered by the PWSS Academy, provides a comprehensive range of training to ensure that leaders in parliamentary workplaces are supported to develop their own leadership and people management capabilities, including how to lead diverse and inclusive teams and create safe and respectful workplaces.
7: Measurement and public reporting	Partially achieved	An annual reporting program has commenced. The first public report will be published in 2025–26. It will cover the period 1 July 2024 to 30 June 2025. The report content will align with the reporting requirements outlined in section 22(2) of the *PWSS Act 2023* (PWSS Act).

Recommendation	Status	
11: Office of Parliamentarian Staffing and Culture	Achieved	The PWSS Act established the PWSS as an independent statutory agency on 1 October 2023. We provide human resources, complaint resolution, policy development, counselling and support, and education and training services, meeting the requirements of Recommendation 11(b). In February 2023 both houses of parliament agreed on Codes of Conduct for parliamentarians and their staff, which came into effect on 14 October 2024. At the same time, the Independent Parliamentary Standards Commission (IPSC) was established as a new independent function to investigate complaints and referrals regarding the conduct of CPW participants.
12: Professionalising management practices for MoP(S) Act employees	Achieved	This year the PWSS developed and delivered a standardised induction for new parliamentarians and MoP(S) Act employees, which provides best-practice leadership and management guidance for parliamentarians and their senior staff.
13: Professional development for MoP(S) Act employees	Partially achieved	The PWSS Academy has developed a draft professional development framework that sets out the core competencies, capabilities and skills for parliamentarians and their staff. This includes technical skills (e.g. policy, research, media and community/stakeholder engagement) that are central to the effectiveness of parliamentarians and their staff as well as capabilities around leadership, collaboration, strategic thinking, communication, judgement and integrity.
14: Best-practice training	Partially achieved	The PWSS Academy has developed and delivered best-practice training for parliamentarians and MoP(S) employees on: • safe and respectful workplace behaviour • codes of conduct for parliamentarians, staff and all people entering a CPW.
15: Guidance material in relation to termination of employment for MoP(S) Act employees	Achieved	We have reminded parliamentarians of their obligations in relation to terminating staff. The Termination Policy was introduced during the financial year 2024–25, further supporting employer decision making. Termination requirements are incorporated into all relevant training sessions, as is the positive duty that employers have to prevent all aspects of discrimination on the basis of gender in their workplace. Education sessions and materials covering termination obligations continue to be available to parliamentarians and their authorised persons.
16: Fair termination of employment process for MoP(S) Act employees	Achieved	We support parliamentarians and their authorised persons to uphold fair processes when termination of employment is being considered.

Recommendation	Status	
19: Monitoring, evaluation and continuous improvement	Achieved	A behavioural framework has been developed and will be reported on each year through the publication of the Commonwealth Parliamentary Workplace Culture and Performance Report as required under section 22 of the PWSS Act. The framework measures the key drivers of positive behaviours and experiences in the parliamentary workplace. It will provide monitoring and evaluation benchmarks to measure the prevalence and effect of unacceptable behaviours.
20: Expansion of the PWSS	Achieved	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.
25: WHS obligations	Achieved	The Parliament of Australia Human Resources Advisory Panel (HRAP) meets quarterly to discuss shared WHS duties, responsibilities and risks. During the year, HRAP actively progressed several items, including establishing a sub-committee to implement mitigation strategies to address psycho-social hazards, collaborating on a shared approach to testing and tagging, and consulting on shared principles for Employee Assistance Provider (EAP) services. Additionally, member agencies agreed that they would implement aligned policies to ensure consistency across the parliamentary departments and the PWSS.
28: Alcohol policies	Partially achieved	A draft Impairment from Alcohol and Other Drugs policy has been developed and endorsed by the Parliamentary Leadership Taskforce. We will consult with the PWSS Consultative Committee once established and will bring to the PWSS Advisory Board for consideration and approval following this completion of the consultation process.

Measure 3: Ensure service delivery is targeted, useful and meets clients' needs.

Overall performance	Unable to measure.
Target	70% satisfaction per stakeholder satisfaction survey.
Methodology	Measured through stakeholder satisfaction survey conducted annually.
Data sources	2024 Client Satisfaction Survey responses.
PBS and Corporate Plan references	Department of Finance Portfolio Budget Statements 2024–25, p. 211 and Corporate Plan 2024–28, p. 18.
Measure type	Quantitative and Qualitative.
Result explained	An insufficient number of responses were received. The data received was not statistically significant and could not be used as a reliable data set.

Analysis

We were unable to measure our performance against this measure. A stakeholder satisfaction survey was conducted from July to August 2024 but did not achieve a statistically representative response rate to the survey. We received 98 survey responses from a total of 2,500 sent (less than 4%). In future years we intend to measure satisfaction via a variety of feedback mechanisms including focus groups and post-training evaluations. We will also consider whether the introduction of proxy measures will provide an indirect measure of our efficiency and effectiveness.

Some of the qualitative feedback received from clients included:

"The establishment of the PWSS has been a lifesaver in many ways. It has been so good to engage with different people in HR Advice and I feel quite proud that I am leaving MoP(S) employment on such a good note."

"I would like to pass on our deep appreciation for the work you and the PWSS team did, assisting our folk in [work area] in a challenging period yesterday afternoon. The team have advised that it was deeply appreciated – and they were grateful for the outreach and the support. Thank you again for so quickly stepping in and providing support – and doing so with kindness and compassion."

Federal election

The 2024–25 reporting period was especially busy due to the 2025 federal election and the commencement of the 48th Parliament. This is demonstrated by the increase in calls taken by the HR Advice team after the election announcement. The election gave us the opportunity to assist the latest intake of new parliamentarians and their staff so that they were set up for success from the start of their parliamentary careers.

Table 3: Total call volumes 1 July 2024 – 30 June 2025*

Function	Call volumes				Total calls
	1 Jul – 30 Sep 2024	1 Oct – 31 Dec 2024	1 Jan – 31 Mar 2025	1 Apr – 30 Jun 2025	
Counselling and Support	153	155	180	219	707
HR Advice	491	429	788	1,560	3,268
Learning and Development	142	152	196	170	660
WHS	94	101	129	89	413
Total calls answered	**880**	**837**	**1,293**	**2,038**	**5,048**

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

HR advice service

In the lead up to and throughout the Federal Election period we provided advice and support to parliamentarians and MoP(S) Act staff on how the election may impact employment. We also provided advice to staff of parliamentarians who retired, resigned or did not stand for re-election, plus advice on safe work practices throughout the election period and counselling and support to help navigate the uncertainty.

We prepared and promoted resources including an explanatory video, frequently asked questions and a deferral advice tool. These resources were available on a standalone election webpage and were promoted to parliamentarians and their staff once the election was called, and routinely throughout the election period.

Example of our work

Cam emailed HR Advice requesting information to provide to his staff on how their employment would be impacted, as their employing parliamentarian was not contesting the election.

HR Advice confirmed their employing parliamentarian would cease to be a parliamentarian upon the dissolution of the House of Representatives. In accordance with the MoP(S) Act, this means that employees would be automatically terminated:

- For ongoing staff, their employment termination would not take effect immediately, and would be deferred for eight weeks, as per the Members of Parliament (Staff) (Employment Arrangements) Determination 2025.
- Non-ongoing staff will cease at the earlier of the end of their current employment contract or the eight-week deferral period.
- Casual staff cease immediately with no deferral period.

Cam was provided with information on what is expected of staff during their deferral period. Cam was also advised that in this circumstance the PWSS assumes the role of employer for the purposes of approving official travel, leave, alternate work bases and working from home arrangements.

Cam reminded his staff of the counselling and support services available to assist them during this period of change, and the career transition and training programs they could access through the PWSS Academy.

Example of our work

Mary – an authorised officer of a Member of Parliament – contacted HR Advice, seeking assistance to fill a vacant position within the office structure. After discussing her needs with HR Advice, Mary utilised the PWSS Recruitment and Selection Guide to craft a clear job description and arranged for the vacancy to be advertised. Mary also planned for the selection process, engaging a member of HR Advice to be an independent panel member.

Using PWSS resources and templates, the panel conducted interviews, evaluated candidates and undertook reference checks. To facilitate the engagement of the preferred candidate, Mary used the letter of offer template outlining the terms and conditions of employment. The strategic advice and resources provided by the PWSS enabled Mary to select a candidate with demonstrated capability to succeed in the role.

Work health and safety support

The following outlines our WHS 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 the Department of Finance (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.

Initiatives

From 1 July 2024 to 30 June 2025 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 (until the 47th Parliament was prorogued on 28 March 2025).
- 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 EAP including confidential counselling and other services and Before Blue, which offers low-intensity cognitive behavioural therapy.

Example of our work

A case manager in the WHS and Injury Management team received a call from Matilda, an office manager, who advised that one of her electorate office employees had injured their back while lifting boxes of flyers. The employee, John, had seen his doctor who recommended time off work, physiotherapy treatment and a review after two weeks. After confirming that an incident report had been submitted, the case manager outlined the early intervention supports which were available to John. This included reimbursement of his physiotherapy treatment and out-of-pocket general practitioner expenses, and miscellaneous leave if he ran out of leave before he could return to work. Matilda said that she would advise John and ask him to contact the case manager directly.

John called the case manager to provide an update on his progress and to check what he needed to do to receive reimbursement. During the call the case manager sought John's permission to contact his doctor so that plans could be made for John to return to work safely. At the two-week review, John's doctor noted that he was fit to return to work but on shorter hours and restricted duties.

The case manager met with John and Matilda and together they reviewed the advice from the doctor against John's job description. A structured return to work plan was developed, outlining John's working hours and the duties that he can perform. The plan was reviewed over the next few weeks as the doctor increased John's hours and duties. After two months, John was back to his full-time duties.

Notifiable incidents relating to MoP(S) Act employees

One notifiable incident was reported to Comcare in the period 1 July 2024 to 30 June 2025 under section 38 of the WHS Act.

Investigations and notices

One investigation was conducted but no notices were issued under the WHS Act in the period 1 July 2024 to 30 June 2025.

Table 4: Consolidated WHS figures 1 July 2024 – 30 June 2025

WHS matters	
WHS hazards identified	130
WHS incidents managed	101
Notifiable incidents	1
Comcare investigations	1
Early intervention/non-compensation cases managed	32
Compensation claims accepted	8
Total	**273**

Counselling and support

Throughout the 2024–25 reporting period our team of counsellors, psychologists and social workers continued to deliver 24/7 confidential, trauma-informed support services for current and former CPW participants across a variety of channels, including in person and via phone and email. We provided counselling to improve wellbeing, facilitated conversations to resolve workplace issues and, when required, referred people to specialist services including health services and the police.

Our team also assisted the PWSS Academy by delivering or co-facilitating education sessions/offerings to help support any psychosocial hazards or risks, which can be present in such sessions focused on building psychosocial capability.

During the reporting year the Counselling and Support team provided support in

455 matters. These numbers reflect the number of reports made to the PWSS during the reporting period. The numbers may include matters that occurred before the reporting period but were only reported to the PWSS in 2024–25.

Table 5: Number of cases managed, by case category 1 July 2024 – 30 June 2025

Category*	Number**	Percentage
Assault	<10	
Bullying	41	9%
Drug and alcohol use	<10	
Family and domestic violence	<10	
Harassment	28	6%
Mental health	139	30%
Rape or sexual assault***	<10	
Sexual harassment	<10	
Stalking or intimidation	<10	
Workplace conflict	192	41%
Unknown	<10	
Other	37	8%
Total cases categories******	**468**	
Total unique cases	**417**	

* These categories are recorded based on the description provided by the client and have not been assessed against any legal definition. It is not uncommon for cases to include multiple incidents. In these circumstances, the category reported against is based on the most significant issue or incident.
** Numbers less than ten, including zero, are recorded as <10 to ensure all people are afforded privacy and fairness and no individual cases are identifiable.
*** The PWSS is a trauma-informed service and as such collects statistics as reported by clients. It is possible the conduct discussed may not meet the legal definition of rape or sexual assault.
**** Cases can have more than one category. This total is the number of categories reported. Very few of these cases resulted in formal complaints (see Complaint Resolution function).

Table 6: Number of cases managed, by staff category 1 July 2024 – 30 June 2025

Category	Cases managed 1 July 2024 – 30 June 2025*	% of Cases
MoP(S) Act Employees	255	61%
Parliamentary department employees	65	16%
Parliamentarians	<40	8%
APS employees	<10	
Not disclosed and other**	59	14%
Total cases* **	**417**	

* Numbers less than ten, including zero, are recorded as <10 to ensure all people are afforded privacy and fairness and no individual cases are identifiable.
** Not disclosed and other is indicated where a person does not disclose their place of employment, or where they are employed in another context such as media.
*** This table represents cases and not clients as some clients have more than one case.

Example of our work

Kai contacted the Counselling and Support team (C&S) on the 1800 line to discuss challenging dynamics and interpersonal conflict with a colleague in the electorate office. He disclosed an incident, which he felt had crossed a line in relation to having a safe and respectful workplace. Kai discussed how these issues were impacting his wellbeing and performance at work.

C&S helped Kai to identify what actions he had taken to address the situation and heard that Kai required assistance from the PWSS to manage the workplace issues. C&S explained to Kai the options for addressing the workplace issues and helped him to identify his preferred approach. Kai decided that he would like to try local resolution and asked the PWSS to facilitate a conversation with the other party.

C&S also assisted Kai to explore strategies for managing his wellbeing in the workplace and provided psycho-education about anxiety response symptoms and the importance of self-care. Kai disclosed that the stress at work had exacerbated a pre-existing health condition and C&S suggested that a short period of personal leave would assist him to reset. They discussed leave options and how he could best apply for leave. C&S also arranged for a case manager from the WHS team to call Kai to discuss possible workplace adjustments to assist.

A holistic response to Kai's concerns assisted him to manage his wellbeing, mitigate risks and address workplace issues.

Complaint resolution function

During the reporting period the PWSS received a total of 17 written workplace complaints.

Where appropriate, complaints were addressed through local resolution. The local resolution used includes training, facilitated discussions and collaboration with the employing parliamentarian to address workplace issues.

Following the establishment of the IPSC in October 2024 fewer than 10 complaints were referred for consideration.

Policy development

During the reporting period, several policies and guidelines were consulted on and finalised. These included policies on Fatigue Management, Volunteers, Termination, Suspension and Early Intervention. Additionally, several policies were in development for consultation once the Work Health and Safety Committee and Employee Consultative Group was established for the 48th Parliament. These included policies on Workplace Adjustment, Infection Prevention and Control, Impairment from Alcohol and Other Drugs, and First Aid.

In addition to these policies and guidelines, a range of factsheets was developed to support offices in meeting their legislative obligations and supporting their staff. These included factsheets on the Right to Disconnect, Facilitated Discussions, Neurodiversity, Office Structures, Legal Assistance, Witness Statements and Attending Court.

Education and training delivery

The PWSS Academy has delivered client-centred professional development opportunities to parliamentarians and MoP(S) Act employees to improve knowledge, skills and capabilities. The opportunities we offered were delivered by our qualified and experienced internal PWSS facilitators, as well as external subject matter expert facilitators. Sessions delivered had a strong focus on operational and psychosocial skills which are considered essential to work effectively, manage emotions and interpersonal relationships, and establish a minimal standard of workplace conduct.

We have also developed a draft professional development framework to promote and support learning pathways and development opportunities. The framework is designed to support individual career planning and enabling employees to identify career pathways based on capabilities required for progression. We clearly articulate the capabilities which are required for parliamentarians and MoP(S) employees to effectively build teams, improve workplace culture and perform their roles. The framework has a focus on continuous learning, targeted formal and informal learning and development activities, blended learning and flexible modes of delivery.

In the 2024–25 financial year the PWSS Academy facilitated 3,196 learning and development completions. The most in-demand training sessions included de-escalation strategies, safe and respectful workplaces, and wellbeing and performance.

Table 7: PWSS Academy total training delivery 1 July 2024 – 30 June 2025

	Unique training offerings	Sessions completed	Participant completions
PWSS facilitated	32	213	1,763
Externally facilitated	8	14	138
eLearning	34	n/a	1,295
Total:	**74**	**227**	**3,196**

Table 8: PWSS Academy most in-demand facilitated offerings 1 July 2024 – 30 June 2025

	Training offerings	Sessions	Completions
PWSS facilitated	De-escalating Challenging Conversations	31	263
	Safe and Respectful Workplaces	31	243
	Introduction to the PWSS	11	223
	Wellbeing and Performance under Pressure	16	196
	Shared Values and Behaviours	10	105
Total:		**99**	**1,030**

Table 9: PWSS Academy most in-demand e-learning offerings 1 Jul 2024 – 30 Jun 2025

	Training offerings	Modules	Completions
eLearning	WHS eLearning	12	1007
	Induction	2	96
	Constituency Management	2	45
	Communications and Media	4	30
	Behaviour Codes	1	29
Total:		**21**	**1,207**

Some of the qualitative feedback received from our attendees included:

"Facilitator has a good knowledge of the topic and I love the way she engaged us in conversation with activities and discussion. She has an approachable style and made us feel comfortable to ask questions and explain perfectly when in doubt."

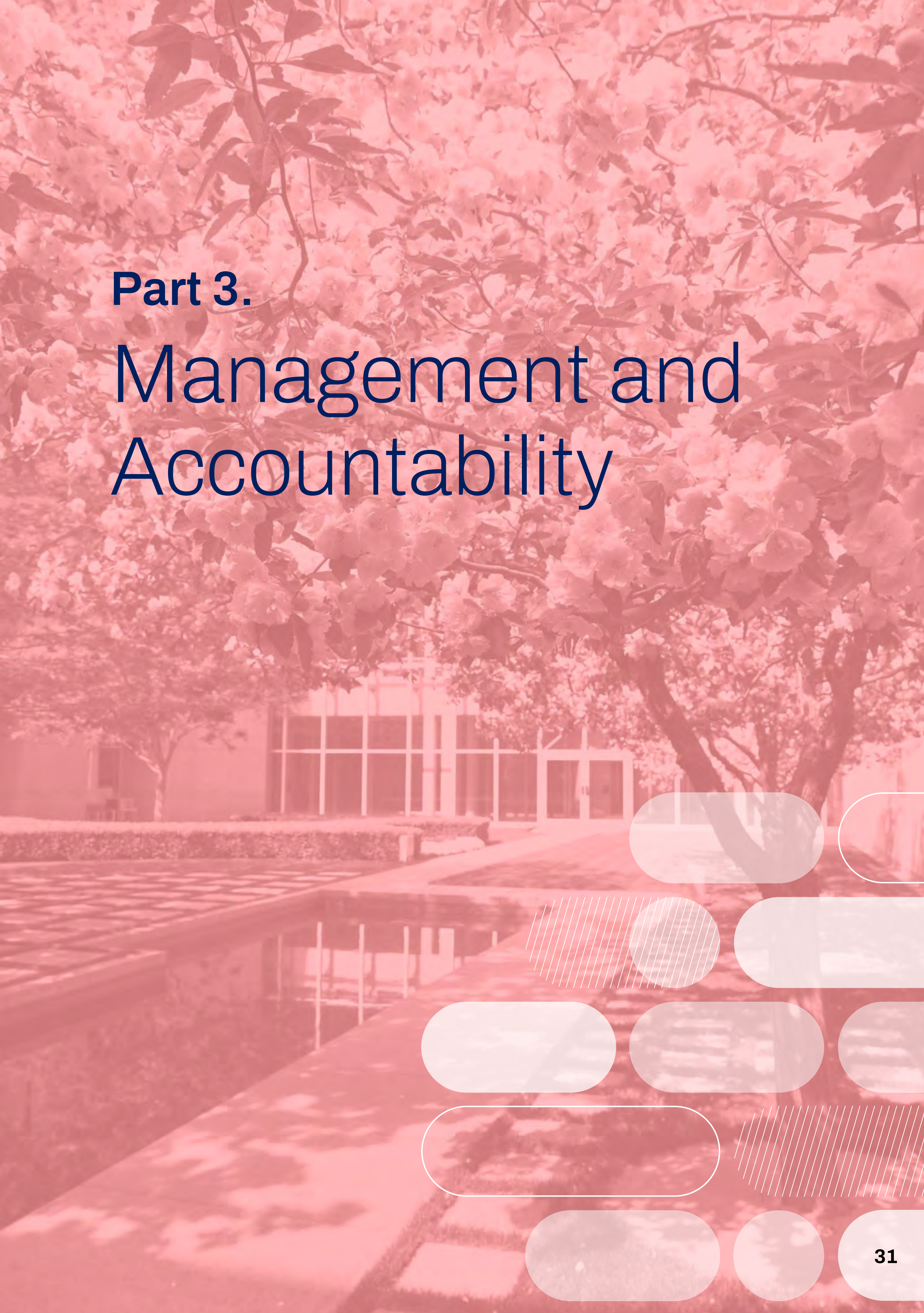
"Thanks for presenting in our office on Vicarious Trauma today. Your session was accessible, practical and delivered with genuine warmth. It has given our team some language to describe how we are feeling and responding, and I hope, given the team the confidence to ask for help."

Measure 4: All staff complete a conflict of interest declaration prior to an offer of employment.

Overall performance	Achieved – 100%
Target	10%
Methodology	Measured through register of conflicts of interest.
Data sources	Internal records.
PBS and Corporate Plan references	Department of Finance Portfolio Budget Statements 2024–25, p. 211 and Corporate Plan 2024–28, p. 19.
Measure type	Quantitative.
Result explained	During 2024–25 all new staff completed an extensive conflict of interest declaration before an offer of employment was made and before commencing work with PWSS.

Analysis

All staff are required to complete an extensive conflict of interest declaration that is reviewed and approved by the appropriate PWSS Senior Executive before an offer of employment is made. This requirement is embedded in the PWSS onboarding process as the first step of completing pre-employment suitability. A register is maintained to record the number of forms completed and review dates. All staff are required to participate in an annual review process. During 2024–25 a total of 45 new starters completed a conflict of interest declaration prior to an offer of employment; this reflects 100% of new employees meeting this performance measure.



Part 3.

Management and Accountability

Governance structure

Legislation

The PWSS Act 2023 (PWSS Act) established our organisation and provides for the independence of the PWSS at section 20 and the independence of the CEO at section 26. It also provides for the establishment of the PWSS Advisory Board and the IPSC.

The Public Service Act 1999 (PS Act) and the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) govern our operations. Other legislation including the *Fair Work Act 2009* and the *Work Health and Safety Act 2011* (WHS Act) also apply to our operations. Together these Acts set out the CEO's formal responsibilities for managing the PWSS.

Executive Roundtable

Our Executive management team comprising the CEO, Deputy CEO and branch heads convenes fortnightly Executive Roundtable meetings. In 2024–25 the Executive Roundtable met 21 times to consider and take decisions on a range of strategic management, risk and administrative matters. Standing agenda items include finance, people strategies and risk management.

Audit and Risk Committee

The Audit and Risk Committee (ARC) provides independent advice to the CEO on the appropriateness of our financial and performance reporting, risk oversight and management, system of internal control and compliance frameworks. The ARC operates in accordance with section 45 of the PGPA Act and section 17 of the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule). The committee's charter is available at www.pwss.gov.au/about-us.

The ARC has four members, including the Chair. Further information about committee members, meeting attendance and remuneration is included at Appendix F: Audit and Risk Committee.

Other committees and boards

PWSS Advisory Board

Established by Section 42 of the PWSS Act, the Advisory Board meets quarterly to advise the CEO in relation to the performance of PWSS functions. The Board also considers proposed mandatory policies or procedures and proposed mandatory education or training programs, including proposed requirements for completing those programs.

The Board has four independent members who bring a broad range of private and public sector experience and skills including strategy, policy, law, politics and cultural change.

The Board met four times in 2024–25 with its first meeting held in July 2024. For further information about the PWSS Advisory Board go to www.pwss.gov.au/aboutus#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. Employee union representatives also attend committee meetings. The committee works together on a broad range of work health and safety issues including the development of related policies.

The WHSC met three times in 2024–25 before its suspension due to the 2025 Federal Election. New members will be sought from the parliamentary offices of the 48th Parliament in 2025–26.

For further information on the WHSC go to www.pwss.gov.au/workplace-health-and-safety/whs-roles-and-responsibilities/whscommittee.

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 reviewed annually. 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.

Our senior leadership regularly reviews strategic risks that provide assurance of the controls we rely on to manage our operations and keep risk at the core of our strategic decision-making processes.

Business continuity management

We have developed and implemented our business continuity framework to ensure continuity of critical functions during a business disruption. This framework is aligned with the agency's risk management framework and is supported by the Department of Parliamentary Services (DPS) security and emergency management practices through our shared services arrangement.

Our business continuity management is underpinned by its internal planning and the robust capabilities provided through shared services, ensuring the agency remains prepared to respond effectively to potential operational disruptions. Testing of this framework is scheduled for completion in the 2025–26 financial year.

Internal audit

An internal audit forward workplan has been developed for the financial years 2024–25 to 2026–27. It has been designed to address our strategic risks with two internal audits scheduled per financial year. Charterpoint has been appointed as our internal auditor.

In 2024–25 there were two internal audits:

- Shared services arrangements with DPS.
- Procurement and vendor management.

Internal audit reports are presented to the Executive and the ARC. As at 30 June 2025 the procurement audit was still underway.

Fraud and corruption control

Under section 10 of the PGPA 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 Australian Public Service Values and Code of Conduct.

Fraud is managed through several 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.

Complaints management

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

In 2024–25 we received less than ten complaints in accordance with our Feedback and Complaints Policy.

Freedom of Information

We are not subject to the *Freedom of Information Act 1982*. However, we provide our client's personal information back to them under our 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 and the Australian Government Agencies Privacy Code (Privacy Code) which regulate the handling of personal information by Commonwealth agencies.

During 2024–25 we continued to strengthen and mature our privacy governance arrangements, including by revising our Privacy Policy and completing Privacy Impact Assessments for key projects.

PWSS voluntarily reported one data breach to the Australian Information Commissioner during 2024–25.

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 2025. We were not subject to any other audits by the ANAO.

Reports by the Commonwealth Ombudsman

In 2024–25 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

We did not engage with any parliamentary committees of inquiry.

We appeared before the Senate Finance and Public Administration Legislation Committee for Senate Estimate hearings. For further information on our responses to questions on notice and transcripts of senate estimates hearings go to www.aph.gov.au.

Capability reviews

We were not subject to a capability review in 2024–25.

Our people

Following a Machinery of Government change on 26 September 2024 staff who were seconded from the Australian Public Service Commission (APSC) and the Department of Finance transferred to the PWSS under a section 72 determination under the PS Act.

As at 30 June 2025 PWSS had 69 employees engaged on an ongoing and non-ongoing basis. Our workforce was primarily based within Australian Parliament House (APH), with some staff located within the Museum of Australian Democracy (also known as Old Parliament House). We have a limited presence outside Canberra.

In-house corporate functions are supplemented by shared services delivered under Memorandum of Understanding arrangements with the DPS covering payroll, accommodation, ICT, security onboarding and financial services.

In 2024–25 we continued to prioritise recruitment and professional development to establish a diverse and capable workforce to deliver our functions. As an agency still in its infancy, we continue to have a strong focus on establishing systems, processes and policies to enable the PWSS to be a high-performing agency.

Table 10: Total PWSS employees as at 30 June 2025

Employment type	Number
Ongoing	57
Non-ongoing	8
Casual	4
Total	**69**

Table 11: PWSS workforce diversity as at 30 June 2025

Employee	Number
Women/female	54
Men/male	14
Identifies as other	1
People with disability	2
Aboriginal and Torres Strait Islanders	3

Learning and development

We provide staff with access to internal and external training that promotes a positive internal workplace culture, builds skills and capability in delivering services, enhance understanding of key client issues, and provides best practice information to guide the development of our own education material.

During 2024–25, facilitated workshops, information sessions and training for staff have included the following topics:

- Machinery of Government changes.
- The Australian Electoral Commission and elections.
- Caretaker conventions.
- How we record and use data – what can we learn from it and how can we improve?
- Ethical and efficient – decision-making for public good.
- Stewardship – are you an effective steward?
- National Anti-Corruption Commission obligations.
- Website writing and AI.
- Security awareness.
- Intercultural effectiveness.
- AI in government fundamentals.

APS Academy learning programs are available for all staff including the APS Foundations program identified through our induction process which includes integrity training.

We also supported individuals to engage in targeted development activities to build capability; this includes achieving Australian Human Resource Institute certification. The performance management framework is utilised to identify an 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. To enhance our capability we offer all staff development opportunities in diversity and inclusion; this includes an online training module for all new PWSS staff.

Our SES-level Access and Inclusion Champion and Reconciliation Action Plan Champion drive and promote diversity and inclusion in the workplace. Our Access and Inclusion Champion chairs the Australian Parliament House Access and Inclusion Champions Group to steward accessibility across all CPWs.

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

Remuneration and employment conditions

From 26 September 2024, following the Machinery of Government change, our non-Senior Executive Staff (non-SES) are covered by a determination made in accordance with section 24(3) of the PS Act. The Public Service (Terms and Conditions of Employment) (Parliamentary Workplace Support Service) Determination 2024 (PWSS determination) applies the terms and conditions of the Department of Finance Enterprise Agreement 2024–27 to all non-SES staff. The determination applies until such time as the PWSS bargains its own enterprise agreement (EA).

In certain circumstances we use determinations in accordance with section 24(1) of the PS Act to recognise those undertaking additional responsibilities or to secure specific expertise or specialist skills critical to our business needs.

From 1 July 2024 to 25 September 2024 staff seconded to the PWSS were employed under the EA of their home agency, with the majority being covered by the APSC Enterprise Agreement 2024–2027 or the Department of Finance Enterprise Agreement 2024–2027.

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

The CEO's salary is determined by the Remuneration Tribunal (Remuneration and Allowances for Holders of Full-time Public Office) Determination (No. 3) 2025. One overpayment to the CEO of $120 was identified post 30 June. On identification this was immediately recovered.

Non-salary benefits

Our staff had access to non-salary benefits that include leave, flexible working arrangements, study assistance, on-site car parking 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 access to on-site health and wellbeing facilities at APH such as a gymnasium, swimming pool, physical therapy and nursing centres on a fee-for-service basis.

Performance and capability framework

During 2024–25 we consulted with our non-SES staff on a Performance and Capability Policy and a Managing Ineffective Performance Policy. We also established an SES Performance and Remuneration Policy to provide for implementation of the APSC SES Performance Leadership Framework in line with the APS Reform Agenda.

We are committed 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

We are committed to maintaining a safe and healthy workplace and fulfilling its obligations under the WHS Act, the Work Health and Safety Regulations 2011 and the *Safety, Rehabilitation and Compensation Act 1988*.

During the 2024–25 reporting period we undertook a range of initiatives to support the health, safety and wellbeing of staff:

- Engaged in consultation with relevant agencies where dual WHS responsibilities applied under the WHS Act.
- Participated in Human Resources Advisory Panel meetings as an observer.
- Maintained regular WHS incident reporting to the senior executive team.
- Implemented key policies and procedures as part of the agency's Work Health and Safety Management System.
- Facilitated access to professional supervision for staff in roles with elevated psychological risk.
- Provided access to the Employee Assistance Program, offering confidential counselling and support services.
- Delivered ergonomic workstation assessments and equipment, including sit/stand desks.
- Completed a whole-of-agency ergonomic assessment.
- Offered annual influenza vaccinations to staff.
- Provided WHS training and information resources.
- Commenced routine workplace hazard inspections.
- Participated in proactive inspections conducted by Comcare.

These initiatives reflect our ongoing commitment to fostering a safe and supportive working environment for all employees.

Comcare premium

Our 2024–25 Comcare premium was 0.03 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.

Strategic Commissioning Framework

We support the APS Strategic Commissioning Framework to strengthen the capability of the APS. Core work is done in-house in most cases and any outsourcing of core work aligns with the limited circumstances permitted under the framework.

Managing our finances

Financial overview

In 2024–25 the PWSS reported net departmental expenses of $10.388 million against an appropriation of $18.399 million, resulting in a departmental surplus of $8.011 million. The majority of our departmental expenses related to employee expenses, including those employees seconded from Finance and the APSC. All employees were transferred permanently to PWSS in late September 2024. The establishment of the Independent Parliamentary Standards Commission (IPSC) occurred in 2024–25 and the appropriations and expenses associated with this are included in the departmental financial statements. The underspend is due to delays in establishment of the IPSC and significant project work which will be progressed in 2025–26.

In 2024–25 the agency reported a minor underspend against the administered appropriation with expenses of $6.482 million against appropriation of $6.536 million.

Further information on the PWSS 2024–25 financial performance, position and cash flows is available in Part 4 Financial Statements.

Consultancy contracts

During 2024–25 16 new reportable consultancy contracts were entered into involving total actual expenditure of $0.499m. Contracts from 2023-24 were reviewed with three reconsidered to be consultancy contracts ($258,434). Of the three contracts reconsidered to be consultancy contracts, one ($68,420) was ongoing into 2024-25.

This annual report contains information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.

Table 12: Top five PWSS consultancy contracts in 2024–25

Organisation	Total spend ($AUD, GST inc)	Proportion of 2024–25 spend
Ashurst Australia	$196,870	28%
Charterpoint Pty Ltd	$123,098	17%
Clayton Utz	$82,515	12%
Minter Ellison	$66,917	9%
Parbery Consulting Pty Ltd	$48,734	7%

Non-consultancy contracts

During 2024–25, 18 new reportable non-consultancy contracts were entered into with a total spend of $347,353 (GST inclusive). In addition, 13 reportable non-consultancy contracts were ongoing from a previous period with a total spend of $1,330,883 (GST inclusive).

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.

Table 13: Top five PWSS non-consultancy contracts in 2024–25

Organisation	Total spend ($AUD, GST inc)	Proportion of 2024–25 spend
Marsh Pty Ld	$680,508	41%
OPC Pty Ltd	$141,385	8%
Pursuit Technology Australia Pty Ltd (ACORN PLMS)	$135,762	8%
Australian National University	$111,330	7%
Davidson Executive and Board	$105,800	6%

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 2024–25 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 2024–25 we awarded 1 per cent of contracts to Indigenous businesses.

Procurement initiatives to support small business

We support the use of Small and Medium Enterprises (SMEs) through various means including:

- Using standardised contacts 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.

For the 2024–25 financial year PWSS had more than 40% of procurements sourced from SMEs.

Further information on SMEs and Small Enterprise participation statistics is available on the Finance website: go to www.finance.gov.au.

Part 4.

Financial Statements

Australian National Audit Office

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 2025:

(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 2025 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 2025 and for the year then ended:

- Statement by the Accountable Authority 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.

GPO Box 707, Canberra ACT 2601
38 Sydney Avenue, Forrest 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
Executive Director

Delegate of the Auditor-General

Canberra
11 August 2025

Statement by the Accountable Authority and the Chief Financial Officer

In our opinion, the attached financial statements for the year ended 30 June 2025 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

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

Signed

Leonie McGregor

Chief Executive Officer

8 August 2025

Signed

Donna McKay

Chief Financial Officer

8 August 2025

Contents

Statement of Comprehensive Income

for the period ended 30 June 2025

	Notes	**2025 $'000**	2024 $'000	Original Budget $'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	**8,612**	3,363	4,567
Suppliers	1.1B	**2,821**	2,262	12,244
Depreciation and amortisation	3.2A	**139**	–	–
Finance costs		**24**	–	–
Revaluation decrement		**425**	–	–
Total expenses		**12,021**	5,625	16,811
Own-source income				
Resources received free of charge	1.2A	**1,633**	225	–
Total own-source revenue		**1,633**	225	–
Total own-source income		**1,633**	225	–
Net cost of services		**(10,388)**	(5,400)	(16,811)
Revenue from Government	1.2B	**18,399**	11,634	16,811
Surplus attributable to the Australian Government		**8,011**	6,234	–
Total comprehensive income		**8,011**	6,234	–

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

Statement of Financial Position

as at 30 June 2025

	Notes	2025 $'000	2024 $'000	Original Budget $'000
ASSETS				
Financial assets				
Cash and cash equivalents	3.1A	**61**	2	–
Trade and other receivables	3.1B	**18,155**	9,339	–
Total financial assets		**18,216**	9,341	–
Non-financial assets				
Buildings[1]	3.2A	**1,930**	–	–
Leasehold improvements	3.2A	**2,287**	–	2,800
Plant and equipment	3.2A	**202**	–	737
Prepayments	3.2B	**14**	2,936	–
Total non-financial assets		**4,433**	2,936	3,537
Total assets		**22,649**	12,277	3,537
LIABILITIES				
Payables				
Suppliers	3.3A	**65**	1,976	–
Other payables	3.3B	**353**	489	–
Total payables		**418**	2,465	–
Interest bearing liabilities				
Leases	3.3C	**1,947**	–	–
Total interest bearing liabilities		**1,947**	–	–
Provisions				
Employee provisions	6.1A	**2,533**	143	–
Total provisions		**2,533**	143	–
Total liabilities		**4,898**	2,608	–
Net assets		**17,751**	9,669	3,537
EQUITY				
Contributed equity		**3,506**	3,435	3,537
Retained surplus		**14,245**	6,234	–
Total equity		**17,751**	9,669	3,537

1. Right-of-use assets are included in the Buildings line item.

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

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Statement of Changes in Equity

for the period ended 30 June 2025

	Notes	**2025 $'000**	2024 $'000	Original Budget $'000
CONTRIBUTED EQUITY				
Opening balance		**3,435**	–	3,435
Transactions with owners				
Contributions by owners				
Departmental capital budget		**102**	3,435	102
Restructuring	8.2	**(31)**	–	–
Total transactions with owners		**71**	3,435	102
Closing balance as at 30 June		**3,506**	3,435	3,537
RETAINED EARNINGS				
Opening balance		**6,234**	–	–
Comprehensive income				
Surplus for the period		**8,011**	6,234	–
Total comprehensive income		**8,011**	6,234	–
Closing balance as at 30 June		**14,245**	6,234	–
Total Equity		**17,751**	9,669	3,537

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

Accounting Policy

Equity Injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCB) are recognised directly in contributed equity in that year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Government entity under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity. Refer to note 8.2.

8

Cash Flow Statement

for the period ended 30 June 2025

	Notes	2025 $'000	2024 $'000	Original Budget $'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		**11,756**	3,050	16,811
Net GST received		**180**	–	–
Other		**461**	–	–
Total cash received		**12,397**	3,050	16,811
Cash used				
Employees		**6,756**	1,813	4,567
Suppliers		**4,816**	1,235	12,244
Interest payments on lease liabilities		**24**	–	–
Section 74 receipts transferred to OPA		**641**	–	–
Total cash used		**12,237**	3,048	16,811
Net cash from operating activities		**160**	2	–
INVESTING ACTIVITIES				
Cash used				
Purchase of property, plant and equipment		**15**	2,936	102
Total cash used		**15**	2,936	102
Net cash (used by) investing activities		**(15)**	(2,936)	(102)
FINANCING ACTIVITIES				
Cash received				
Departmental Capital Budget		**–**	2,936	102
Total cash received		**–**	2,936	102
Cash used				
Principal payments of lease liabilities		**86**	–	–
Total cash used		**86**	–	–
Net cash (used by) financing activities		**(86)**	2,936	102
Net increase in cash held		**59**	2	–
Cash and cash equivalents at the beginning of the reporting period		**2**	–	–
Cash and cash equivalents at the end of the reporting period	3.1A	**61**	2	–

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

9

Budget Variance Commentary

The following provides an explanation of major variances between the Original Budget as presented in the 2024-25 Portfolio Budget Statements and actual expenditure, net asset position and cash flows for 2025.

Variances are considered to be 'major' where it is considered important for the reader's understanding or is relevant to an assessment of the discharge of accountability and to an analysis of performance of the agency.

Major Variances and Explanations	Affected Line Items
The Independent Parliamentary Standards Commission (IPSC) was established in 2025, with funding provided for this purpose. The establishment was not immediate and subsequently expenditure was lower than budget.	Employee benefits expenses Supplier expenses Trade and other receivables
The original budget was based on expectations at the time. Since then there has been a change in the mix between employee and supplier expenses, and the deliverables of PWSS, resulting in expenses being reported against budgets which have become outdated.	Employee benefits expenses Supplier expenses
ICT project work planned for 2025 relating to systems implementation for PWSS was delayed by the contracted provider. Establishment of IPSC functions were later than initially budgeted for.	Supplier expenses Revenue from Government
The budget was based on PWSS and IPSC being fully staffed from 1 July 2024, however engagement of employees occurred throughout the financial year, resulting in lower than budgeted ASL and employee expenses.	Employee benefits expense Revenue from Government
Employees were permanently transferred from the Department of Finance (Finance) and the Australian Public Service Commission (APSC) during 2025. Due to the variability of leave provisions based on individual staff tenure and employment levels, provisions were not estimated for budget purposes.	Employee benefits expenses Employee provisions Revenue from Government
PWSS entered into a lease for office accommodation at Australian Parliament House in April 2025, with the fitout of these spaces transferred from Department of Parliamentary Services (DPS).	Buildings Leasehold Improvements Plant and equipment Leases

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Administered Schedule of Comprehensive Income

for the period ended 30 June 2025

	Notes	2025 $'000	2024 $'000	Original Budget $'000
NET COST OF SERVICES				
Expenses				
Employee benefits	2.1A	**1,956**	1,048	2,139
Suppliers	2.1B	**4,526**	237	4,397
Total expenses		**6,482**	1,285	6,536
Net cost of services		**(6,482)**	(1,285)	(6,536)
Deficit		**(6,482)**	(1,285)	(6,536)
Total comprehensive loss		**(6,482)**	(1,285)	(6,536)

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

Administered Schedule of Assets and Liabilities

as at 30 June 2025

	Notes	2025 $'000	2024 $'000	Original Budget $'000
ASSETS				
Financial assets				
Trade and other receivables[1]	4.1A	–	7	–
GST receivable		30	7	–
Total financial assets		**30**	14	–
Total assets administered on behalf of Government		**30**	14	–
LIABILITIES				
Payables				
Suppliers	4.2A	509	1,218	–
Other payables	4.2B	56	–	–
Total payables		**565**	1,218	–
Provisions				
Employee provisions	6.1B	279	–	–
Total provisions		**279**	–	–
Total liabilities administered on behalf of Government		**844**	1,218	–
Net liabilities		**(814)**	(1,204)	–

1. Assets and liabilities are measured at amortised cost.

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

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Administered Reconciliation Schedule

for the period ended 30 June 2025

	Notes	2025 $'000	2024 $'000
Opening assets less liabilities as at 1 July		**(1,204)**	–
Net cost of services			
Expenses		**(6,482)**	(1,285)
Transfers (to)/from the Australian Government			
Appropriation transfers from Official Public Account (OPA)			
Annual appropriations		**7,575**	81
Appropriation transfers to OPA			
Transfers to OPA		**(231)**	–
Restructuring	8.2	**(472)**	–
Closing assets less liabilities as at 30 June		**(814)**	(1,204)

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

Accounting Policy

Administered cash transfers to and from the OPA

Revenue collected by the PWSS for use by the Government rather than the PWSS is administered revenue. Collections are transferred to the OPA maintained by the Department of 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 the PWSS on behalf of the Government and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.

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Administered Cash Flow Statement

for the period ended 30 June 2025

	2025 $'000	2024 $'000
OPERATING ACTIVITIES		
Cash received		
Net GST received	**222**	–
Total cash received	**222**	–
Cash used		
Suppliers	**5,962**	81
Employees	**1,604**	–
Total cash used	**7,566**	81
Net cash (used by) operating activities	**(7,344)**	(81)
Cash from Official Public Account		
Appropriations	**7,323**	73
Net GST funding	**252**	8
Total cash from official public account	**7,575**	81
Cash to Official Public Account		
Appropriations	**231**	–
Total cash to official public account	**231**	–
Net increase/(decrease) in cash held	**–**	–
Cash and cash equivalents at the end of the reporting period	**–**	–

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

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Administered - Budget Variance Commentary

The following provides an explanation of major variances between the Original Budget as presented in the 2024-25 Portfolio Budget Statements and actual expenditure, net asset position and cash flows for 2025. A variance is considered major on the same basis as departmental.

Major Variances and Explanations	Affected Line Items
Employees were permanently transferred from the Department of Finance (Finance) during 2024-25. Recognising leave provisions and payables at 30 June 2025. The impact of the restructure with Finance was not estimated for budget purposes.	Employee benefits expenses Other payables Employee provisions
The supplier payable for 2023-24 related to expenses from 1 October 2024 to 30 June 2025, incurred by Department of Finance which PWSS accrued. In 2024-25 the accrued expenses only related to payables as at 30 June 2025.	Supplier expenses Supplier payables

Notes to and forming part of the financial statements

Overview

Objectives of the Parliamentary Workplace Support Service

The Parliamentary Workplace Support Service (PWSS) is an Australian Government controlled entity. The PWSS is a not-for-profit, non-corporate Commonwealth entity subject to the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The PWSS is a team of trusted advisors helping to build and maintain a safe, respectful, and inclusive parliamentary workplace through human resources advice, training and professional development, work, health and safety advice and trauma-informed complaint resolution and counselling.

PWSS' activities are classified as either departmental or administered. Costs directly related to supporting employees under the *Members of Parliament (Staff) Act 1984* (MoP(S) Act), and their employee entitlements as outlined in the Commonwealth Members of Parliament (Staff) Enterprise Agreement 2024-27 are classified as administered expenses. PWSS employees who directly support MoP(S) Act staff are paid from PWSS Administered funds, all other PWSS costs are covered by departmental funding.

The Basis of Preparation

The financial statements are required by section 42 of the PGPA Act. The financial statements have been prepared in accordance with:

a) the *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 the PWSS financial statements.

Taxation

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

Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Events After the Reporting Period

There are no known events occurring after the reporting period that could impact on the PWSS's 2025 financial statements.

Breach of Section 83 of the Constitution

There have been no known breaches of Section 83 of the Constitution for the reporting period.

Notes to and forming part of the financial statements

1. Departmental Financial Performance

This section analyses the financial performance of the PWSS for the year ended 2025.

1.1 Expenses

	2025 $'000	2024 $'000
1.1A: Employee benefits		
Wages and salaries	**4,959**	301
Superannuation		
Defined contribution plans	**638**	32
Defined benefit plans	**231**	15
Leave and other entitlements	**1,276**	50
Secondees from other Government entities	**1,508**	2,965
Total employee benefits	**8,612**	3,363

Accounting Policy

Accounting policies for employee related expenses are presented in Note 6.1A Employee provisions.

1.1B: Suppliers		
Goods and services supplied or rendered		
Shared services expenses	**728**	1,609
Employee related expenses[1]	**529**	174
Legal	**507**	78
Contractors and professional services	**446**	76
Property operating expenses[2]	**177**	197
Audit fees	**153**	70
Travel	**101**	13
Information communication technology	**70**	44
Media and promotional material	**41**	–
Other	**38**	1
Total goods and services supplied or rendered	**2,790**	2,262
Goods supplied	**33**	–
Services rendered	**2,757**	2,262
Total goods and services supplied or rendered	**2,790**	2,262
Other suppliers		
Workers compensation expenses	**31**	–
Total other suppliers	**31**	–
Total suppliers	**2,821**	2,262

1. Employee related expenses include recruitment fees, training expenses and WHS costs.
2. Includes short-term lease payments of $0.054 million (2024: $0.042 million).

Notes to and forming part of the financial statements

Accounting Policy

Short-term leases and leases of low-value assets

The PWSS has elected not to recognise right-of-use assets and lease liabilities for short-term leases of plant and equipment assets that have a lease term of 12 months or less and leases of low-value assets (less than $10,000 per asset). The PWSS recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Finance costs

All borrowing costs are expensed as incurred.

1.2 Income

	2025 $'000	2024 $'000
1.2A: Resources received free of charge		
Secondees received free of charge	**1,443**	–
ANAO external audit fee	**70**	70
Rent received free of charge	**120**	155
Total other revenue	**1,633**	225

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.

1.2B: Revenue from Government		
Appropriations	**18,399**	11,634
Total revenue from Government	**18,399**	11,634

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 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

1. Income and Expenses Administered on Behalf of Government

This section analyses the activities that the PWSS does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

2.1 Administered Expenses

	2025 $'000	2024 $'000
2.1A: Employee benefits		
Wages and salaries	**1,014**	–
Superannuation		
Defined contribution plans	**152**	–
Defined benefit plans	**38**	–
Leave and other entitlements	**270**	–
Secondees from other Government entities	**482**	1,048
Total employee benefits[1]	**1,956-**	1,048

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.

	2025 $'000	2024 $'000
2.1B: Suppliers		
Goods and services supplied or rendered		
Training and development[1]	**2,243**	193
Work health and safety	**730**	22
Contracted services	**118**	–
Travel	**52**	–
Information communications and technology	**92**	(1)
Other	**5**	23
Total services supplied	**3,240**	237
Other suppliers		
Workers compensation expenses[2]	**1,286**	–
Total other suppliers	**1,286**	–
Total suppliers	**4,526**	237

1. Training and development costs relate to studies assistance reimbursements ($1.4 million) and the provision of training ($0.9 million) and for *Members of Parliament (Staff) Act 1984* (MoP (S) Act) employees
2. Workers compensation expense relates to the Comcare premium for staff engaged under the MoP(S) Act.

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Notes to and forming part of the financial statements

3. Departmental Financial Position

This section analyses the PWSS's assets used to conduct its operations and the operating liabilities incurred as a result. Employee related information is disclosed in Section 6 People and Relationships.

3.1 Financial Assets

	2025 $'000	2024 $'000
3.1A: Cash and cash equivalents		
Cash on hand or on deposit	**61**	2
Total cash and cash equivalents	**61**	2
3.1B: Trade and other receivables		
Goods and services receivables		
Goods and services	**96**	–
Total goods and services receivables	**96**	–
Appropriation receivables		
Operating funding for existing programs	**17,419**	8,584
Departmental capital budget	**601**	499
Total appropriation receivables	**18,020**	9,083
Other receivables		
GST receivable from the Australian Taxation Office	**39**	21
Leave receivable from other Government entities	**–**	235
Total other receivables	**39**	256
Total trade and other receivables (gross)	**18,155**	9,339

Credit terms for trade receivables were within 30 days (2024: 30 days).

Accounting Policy

Financial Assets

Cash is recognised at its nominal amount. Cash and cash equivalents includes:

a) Cash on hand;
b) Demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant changes in value.

Trade and other receivables are held for the purpose of collecting the contractual cash flows where:

- the cash flows are solely payments of principal and interest, and
- are not provided at below-market interest rates.

Notes to and forming part of the financial statements

3.2 Non-Financial Assets

3.2A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

	Buildings $'000	Leasehold improvements $'000	Plant and equipment $'000	Total $'000
As at 1 July 2024				
Gross book value	-	-	-	-
Accumulated depreciation, amortisation and impairment	-	-	-	-
Total as at 1 July 2024	**-**	**-**	**-**	**-**
Additions				
Purchase or internally developed	-	2,746	205	2,951
Right-of-use assets	2,032	-	-	2,032
Revaluations recognised in net cost of services	-	(425)	-	(425)
Depreciation and amortisation	-	(34)	(3)	(37)
Depreciation on right-of-use assets	(102)	-	-	(102)
Total as at 30 June 2025	**1,930**	**2,287**	**202**	**4,419**
Total represented by:				
Gross book value	2,032	2,287	203	4,522
Accumulated depreciation, amortisation and impairment	(102)	-	(1)	(103)
Total as at 30 June 2025	**1,930**	**2,287**	**202**	**4,419**
Carrying amount of right-of-use assets	1,930	-	-	1,930

The PWSS has Nil contractual commitments for the acquisition of leasehold improvements assets at 30 June 2025 (2024: Nil).

Accounting policy

Non-financial assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring (see Note 8.2 Restructuring).

Asset Recognition Threshold

Purchases of property, plant and equipment and intangibles are recognised initially at cost in the statement of financial position, except for purchases costing less than $2,000 which are expensed in the year of acquisition.

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'make good' provisions where an obligation exists to restore premises to their original condition. These costs are included in the value of the relevant assets with a corresponding provision for the 'make good' recognised. No make good has been recognised in 2025 (2024: nil).

Lease Right-of-Use (RoU) Assets

Leased RoU assets are capitalised at the commencement date of the lease and comprise the initial lease liability amount, initial direct costs incurred when entering into the lease, less any lease incentives received. These assets are accounted for as separate asset classes to corresponding assets owned outright, but included in the same column as the corresponding underlying assets would be presented if they were owned.

Lease RoU assets continue to be measured at cost after initial recognition in Commonwealth agency, General Government Sector (GGS) and Whole of Government financial statements.

The PWSS has elected not to recognise right-of-use assets and lease liabilities for short-term plant and equipment leases and low-value leases (see Note 1.1B Suppliers).

Revaluations

Following initial recognition at cost, property, plant and equipment (excluding RoU assets) are carried at fair value. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date.

PWSS completed a revaluation of fitout assets transferred from Department of Parliamentary Services in 2024-25 based on independent assessment of value, completed by Jones Lang Lasalle Advisory Services as at 30 June 2025, resulting in an revaluation decrement expense of $0.425m. No other asset classes were revalued as all other assets were newly acquired in 2025.

The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Any revaluation increments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit.

Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

RoU assets are carried at cost less accumulated depreciation and impairment losses and are not subject to revaluation. Intangibles (software assets) are carried at cost less accumulated amortisation and impairment losses and are not subject to revaluation.

Depreciation and Amortisation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives by the PWSS using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future, reporting periods as appropriate.

The depreciation rates for RoU assets are based on the commencement date to the earlier of the end of useful life of the RoU asset or the end of the lease term.

Default depreciation or amortisation rates applying to each class of asset, unless assessed otherwise on an individual asset basis, are based on the following useful lives:

	2025
Leasehold Improvements	15 – 20 years
Other Property, Plant and Equipment	3 – 8 years
Buildings (ROU)	5 years

PWSS did not hold assets in 2023-24 resulting in no depreciation rates for 2023-24.

Impairment

All assets held at cost, including intangibles and ROU assets, were assessed for impairment at 30 June 2025. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount. For non-cash generating assets held at fair value, the recoverable amount is expected to be materially the same as fair value at 30 June 2025.

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

No indicators of impairment were identified in 2025 (2024: nil).

Derecognition

An asset is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal. Assets are written-down where they no longer provide a future economic benefit and/or their existence can no longer be verified, which may occur where:

- The asset is obsolete, no longer in use and disposal options are not available or not relevant;
- The asset has been recycled, including being used for parts to maintain other assets;
- The asset was lost, stolen, destroyed or abandoned;
- A correction to the asset register is required; or
- The existence of the asset can no longer be verified.

No assets are expected to be sold or disposed of within the next 12 months (30 June 2024: Nil).

	2025 $'000	2024 $'000
3.2B: Prepayments		
Prepayments	**14**	2,936
Total other non-financial assets	**14**	2,936

1. In 2024, prepayments were attributable to amounts paid for the delivery of accommodation fit-out by the Department of Parliamentary Services (DPS) which has been recognised as leasehold improvement assets in 2025.

Notes to and forming part of the financial statements

3.3 Payables

	2025 $'000	2024 $'000
3.3A: Suppliers		
Trade creditors and accruals	**65**	1,976
Total suppliers	**65**	1,976

Supplier payables are usually settled within 20 calendar days.

	2025 $'000	2024 $'000
3.3B: Other payables		
Salaries and wages	**220**	443
Superannuation	**36**	46
Payable to Government Departments	**53**	–
Other	**44**	–
Total other payables	**353**	489

	2025 $'000	2024 $'000
3.3C: Leases		
Lease liabilities	**1,947**	–
Total leases	**1,947**	–
Maturity analysis - contractual undiscounted cash flows		
Within 1 year	**420**	–
Between 1 to 5 years	**1,709**	–
Total leases	**2,129**	–

1. Total cash outflow for leases for the year ended 30 June 2025 is disclosed in the Cash Flow Statement under principal payments of lease liabilities and interest payments on lease liabilities.

2. The PWSS entered a lease in April 2025 for office space within the Australian Parliament House.

The PWSS in its capacity as lessee entered the arrangement for the provision of office accommodation based on normal market terms. The lease contains a variable price escalation clause and an extension option consistent with normal market practices. The above lease disclosures should be read in conjunction with Note 1.1B Suppliers and Note 3.2A Property, Plant and Equipment.

Accounting policy

For all new contracts entered into, the PWSS considers whether the contract is, or contains, a lease. A lease is defined as a 'contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'. Once it has been determined that a contract is, or contains, a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the PWSS's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made (i.e. principal repayments) and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

4. Assets and Liabilities Administered on Behalf of Government

This section analyses assets used to conduct operations and the operating liabilities incurred which the PWSS does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

4.1 Administered Financial Assets

	2025 $'000	2024 $'000
4.1A: Trade and other receivables		
Goods and services receivables		
Other	–	7
Total goods and services receivables	–	7
Total trade and other receivables (gross)	–	7

Accounting policy

Receivables that are statutory in nature are held at statutory value less amounts for impairment loss allowances. Contractual receivables with fixed or determinable payments and receipts are initially recognised at cost unless the transaction price differs from fair value in which case, initial recognition is at fair value. Any difference between cost and fair value is recognised as a loss in the Administered Schedule of Comprehensive Income.

4.2 Administered Payables

	2025 $'000	2024 $'000
4.2A: Suppliers		
Trade creditors and accruals	509	1,218
Total suppliers	509	1,218

Supplier payables are usually settled within 20 calendar days.

	2025 $'000	2024 $'000
4.2B: Other payables		
Salaries and wages	48	–
Superannuation	8	–
Total other payables	56	–

Notes to and forming part of the financial statements

5. Funding

This section identifies the PWSS's funding structure.

5.1 Appropriations

5.1A: Annual appropriations

	2025 $'000	2024 $'000
Departmental		
Ordinary annual services		
Annual appropriation		
Operating	**16,842**	11,634
Capital budget (DCB)[1]	**102**	3,435
Adjustments to appropriation		
PGPA s74 receipts	**641**	–
PGPA s75 transfers	**1,588**	–
Total ordinary annual services	**19,173**	15,069
Appropriation applied	**(11,697)**	(5,984)
Variance[2]	**7,476**	9,085
Opening balance	**9,085**	–
Prior year PGPA s75 transfers	**1,551**	–
Closing unspent appropriation balance	**18,112**	9,085
Balance comprises:		
Appropriation Act (No. 1) 2023-2024 - Cash at bank	–	2
Appropriation Act (No. 1) 2023-2024 - Operating	–	8,584
Appropriation Act (No. 1) 2023-2024 - DCB	**499**	499
Appropriation Act (No. 1) 2024-2025 - Cash at bank	**61**	–
Appropriation Act (No. 1) 2024-2025 - Operating	**17,419**	–
Appropriation Act (No. 3) 2024-2025 - Operating[3]	**31**	–
Appropriation Act (No. 1) 2024-2025 - DCB	**102**	–
Total departmental unspent appropriations	**18,112**	9,085

1. Departmental Capital Budgets are appropriated through Appropriation Acts (No.1, 3, 5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.
2. The variance in 2025 relates to a reduction in the use of appropriations due to the delay in establishment of significant programs of work. In 2024, 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 the PWSS' establishment.
3. Appropriation of $0.031 million was withheld under Section 51 of the PGPA Act for administrative purposes due to the duplication of s75 transfers through the budget process.

Notes to and forming part of the financial statements

5.1B: Administered annual appropriations ('recoverable GST exclusive')

Administered		
Ordinary annual services		
Annual appropriation		
Administered items	**82**	1,285
Adjustments to appropriation		
PGPA s75 transfers	**82**	–
Total ordinary annual services	**164**	1,285
Appropriation applied	**(1,684)**	(73)
Variance	**(1,520)**	1,212
Opening balance	**1,212**	–
Prior year PGPA s75 transfers	**390**	–
Closing unspent appropriation balance	**82**	1,212
Balance comprises:		
Appropriation Act (No. 1) 2023-2024	**–**	1,212
Appropriation Act (No. 3) 2024-2025[1]	**82**	–
Total unspent appropriations - ordinary annual services	**82**	1,212
Other services		
Annual appropriation		
New administered outcomes	**6,536**	–
Total other services	**6,536**	–
Appropriation applied	**(5,639)**	–
Variance	**897**	–
Closing unspent appropriation balance	**897**	–
Balance comprises:		
Appropriation Act (No. 2) 2024-2025	**897**	–
Total unspent appropriations - other services	**897**	–
Total administered unspent appropriations	**979**	1,212

1. Appropriation of $0.082 million was withheld under Section 51 of the PGPA Act for administrative purposes due to the duplication of s75 transfers through the budget process.

Notes to and forming part of the financial statements

5.2 Net cash appropriation arrangements

5.2: Net Cash Appropriation Arrangements

	2025 $'000	2024 $'000
Total comprehensive income/(loss) - as per the Statement of Comprehensive Income	**8,011**	6,234
Plus: depreciation/amortisation of assets funded through appropriations (departmental capital budget funding and/or equity injections)[1]	**37**	–
Plus: depreciation of right-of-use assets[2]	**102**	–
Less: lease principal repayments[2]	**(86)**	–
Net Cash Operating Surplus/ (Deficit)	**8,064**	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 injections. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

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

Notes to and forming part of the financial statements

6. People and Relationships

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

6.1 Employee Provisions

	2025	2024
	$'000	$'000
6.1A: Employee provisions		
Annual leave	**947**	55
Long service leave	**1,586**	88
Total employee provisions	**2,533**	143

6.1B: Employee provisions		
Annual Leave	**123**	–
Long Service Leave	**156**	–
Total employee provisions	**279**	–

Accounting policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts.

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 minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service 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 PWSS'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 as at 30 June 2025 has been determined using the shorthand model developed by the Australian Government Actuary. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Superannuation

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

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

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

3C

Notes to and forming part of the financial statements

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

The liability for superannuation recognised as at 30 June 2025 represents outstanding contributions.

6.2 Key Management Personnel Remuneration

Key management personnel (KMP) are those persons having authority and responsibility for planning, directing and controlling the activities of the PWSS, directly or indirectly.

The PWSS has determined the KMPs for 2025 to be the Chief Executive Officer (CEO) and the Deputy Chief Executive Officer (DCEO). The Commissioner of the IPSC has limited influence over the operations of the PWSS and is not considered a KMP. KMP remuneration is reported in the table below:

	2025 $'000	2024 $'000
Short-term employee benefits	**735**	321
Post-employment benefits	**101**	46
Other long-term employee benefits	**24**	15
Total key management personnel remuneration expenses[1]	**860**	382

The total number of key management personnel included in the above table are two (2024: one). Further the KMP for 2023-24 only related to the period 1 October 2024 – 30 June 2025.
The above key management personnel remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the PWSS.

6.3 Related Party Disclosures

Related party relationships

The PWSS is an Australian Government controlled entity. Related parties to the PWSS are KMP as defined above and their close family members and/or controlled or joint controlled entities as well as other Australian Government entities.

Transactions with related parties

The PWSS undertakes a number of functions on behalf of the Australian Parliament, as detailed in the financial statements. In performing these functions, the 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

7. Managing Uncertainties

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

7.1 Contingent Assets and Liabilities

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 assets and contingent liabilities 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 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 the probability of settlement is greater than remote.

7.2 Financial Instruments

7.2A: Categories of financial instruments

	2025 $'000	2024 $'000
Financial assets at amortised cost		
Cash and cash equivalents	**61**	2
Total financial assets at amortised cost	**61**	2
Financial Liabilities		
Financial liabilities measured at amortised cost		
Suppliers	**65**	1,976
Total financial liabilities measured at amortised cost	**65**	1,976
Financial Liabilities		
Financial liabilities measured at amortised cost		
Suppliers	**509**	**1,218**
Total financial liabilities measured at amortised cost	**509**	**1,218**

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:

1. the financial asset is held in order to collect the contractual cash flows; and
2. 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.

Notes to and forming part of the financial statements

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 an 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.

Cash and Cash Equivalents

Cash is recognised at its nominal amount. Cash and cash equivalents is entirely comprised of demand deposits in bank accounts with an original maturity of three months or less that are readily convertible to known amounts of cash and are subject to insignificant risk of changes in value.

Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Amortised Cost

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

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

8. Other Information

8.1. Current/Non-Current Distinction for Assets and Liabilities

8.1A: Current/non-current distinction for assets and liabilities

	2025	2024
	$'000	$'000
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	**61**	2
Trade and other receivables	**18,155**	9,339
Prepayments	**14**	2,936
Total no more than 12 months	**18,230**	12,277
More than 12 months		
Land and buildings	**1,930**	-
Leasehold Improvements	**2,287**	-
Plant and equipment	**202**	-
Total more than 12 months	**4,419**	-
Total assets	**22,649**	12,277
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	**65**	1,976
Other payables	**353**	489
Leases	**354**	-
Employee provisions	**723**	67
Total no more than 12 months	**1,495**	2,532
More than 12 months		
Leases	**1,593**	-
Employee provisions	**1,810**	76
Total more than 12 months	**3,403**	76
Total liabilities	**4,898**	2,608

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

	2025 $'000	2024 $'000
Assets expected to be recovered in:		
No more than 12 months		
Trade and other receivables	–	7
GST receivable	30	7
Total no more than 12 months	30	14
Total assets	30	14
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	509	1,218
Other payables	56	–
Employee provisions	104	–
Total no more than 12 months	669	1,218
More than 12 months		
Employee provisions	175	–
Total more than 12 months	175	–
Total liabilities	844	1,218

8.2. Restructuring

In 2025 the final asset and liability transfers from the Australian Public Service Commission and Department of Finance have been completed with employee leave liabilities and associated appropriation receivable transferring to the PWSS in both Administered and Departmental.

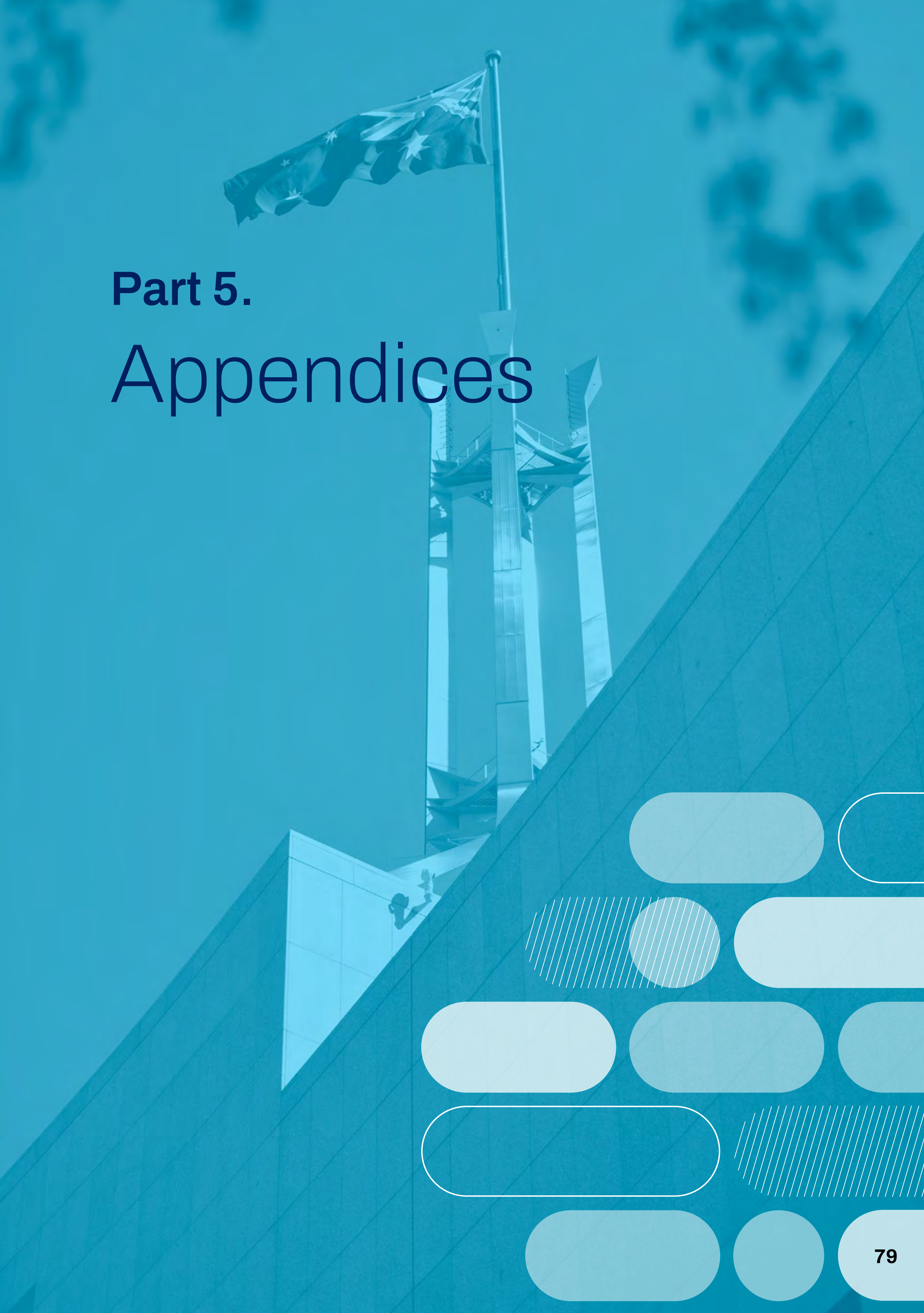
In 2024, the PWSS was established as a Non-Corporate Commonwealth Entity on 1 October 2023, bringing together functions from the Department of Finance and establishing additional functions to support Commonwealth Workplace Participants. No assets or liabilities were transferred during 2024.

	Australian Public Service Commission	**Department of Finance**	Department of Finance
	2025	**2025**	2024
	$'000	**$'000**	$'000
FUNCTIONS ASSUMED			
Assets recognised			
Appropriation receivable	**1,195**	**356**	–
Total assets recognised	**1,195**	**356**	–
Liabilities recognised			
Employee provisions	**1,195**	**387**	–
Total liabilities recognised	**1,195**	**387**	–
Net assets/(liabilities) recognised[1]	**–**	**(31)**	–
Income assumed			
Recognised by the receiving entity	**1,557**	**31**	–
Recognised by the losing entity	**1,443**	**–**	–
Total income assumed	**3,000**	**31**	–
Expenses assumed			
Recognised by the receiving entity	**1,557**	**31**	680
Recognised by the losing entity	**1,443**	**–**	69
Total expenses assumed	**3,000**	**31**	749

	Department of Finance	Department of Finance
FUNCTIONS ASSUMED		
Liabilities recognised		
Employee Provisions	**472**	–
Total liabilities recognised	**472**	–
Net (liabilities) recognised[1]	**(472)**	–
Expenses assumed		
Recognised by the receiving entity	**–**	1,285
Recognised by the losing entity	**–**	2,599
Total expenses assumed	**–**	3,884

1. The net liabilities assumed from all entities in 2025 were $0.031 million in Departmental (2024: Nil) and $0.472 million in Administered (2024: Nil).

Part 5.
Appendices



Appendix A – Entity resource statement and Expenses for outcomes

Entity resource statement

	Actual available appropriation for 2025 $'000 (a)	Payments made 2025 $'000 (b)	Balance remaining 2025 $'000 (a) – (b)
Departmental			
Annual appropriations - ordinary annual services[1]	29,809	11,697	18,112
Total departmental resourcing	**29,809**	**11,697**	**18,112**
Administered			
Annual appropriations - ordinary annual services[1]	1,766	1,684	82
Annual appropriations - other services - new administered expenses[5]	6,536	5,639	897
Total administered resourcing	**8,302**	**7,323**	**979**
Total resourcing and payments for Parliamentary Workplace Support Services	**38,111**	**19,020**	**19,091**

[1] Appropriation Act (No. 1) 2024-25 and Appropriation Act (No. 3) 2024-25. This may also include prior-year departmental appropriation and section 74 external revenue.

[2] Appropriation Act (No. 2) 2024-25.

Expenses for outcomes

Expenses by Outcome

Expenses for Outcome 1

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
	2025	2025	2025
	$'000	$'000	$'000
	(a)	(b)	(a) – (b)
Program 1.1: Parliamentary Workplace Support Service			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1)	82	1,684	(1,602)
Other services (Appropriation Act Nos. 2, 4 and 6)	6,536	4,798	1,738
Administered total	**6,618**	**6,482**	**136**
Departmental expenses			
Departmental appropriation	14,708	10,577	4,131
s74 External Revenue[1]	-	641	(641)
Expenses not requiring appropriation in the Budget year[2]	-	324	(324)
Departmental total	**14,708**	**11,542**	**3,166**
Total expenses for Program 1.1	**21,326**	**18,024**	**3,302**
Program 1.2: Independent Parliamentary Standards Commission			
Departmental expenses			
Departmental appropriation	3,793	479	3,314
Departmental total	**3,793**	**479**	**3,314**
Total expenses for Program 1.2	**3,793**	**479**	**3,314**
Outcome 1 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act Nos. 1, 3 and 5)	82	1,684	(1,602)
Other services (Appropriation Bill Nos. 2, 4 and 6)	6,536	4,798	1,738
Administered total	**6,618**	**6,482**	**136**
Departmental expenses			
Departmental appropriation	18,501	11,056	7,445
s74 External Revenue[1]	-	641	(641)
Expenses not requiring appropriation in the Budget year[2]	-	324	(324)
Departmental total	**18,501**	**12,021**	**6,480**
Total expenses for Outcome 1	**25,119**	**18,503**	**6,616**
	2025	2025	
Average staffing level (number)	59	57	

* Full-year budget, including any subsequent adjustment made to the 2024-24 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, and audit fees.

Appendix B – Advertising and market research

In 2024–25 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* (EPBC Act) 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.

We do 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 five categories of environmental impact:

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

The Department of Parliamentary Services (DPS) is responsible for managing Parliament House and the parliamentary precincts. DPS reports in accordance with section 516A of the EPBC Act 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 CO2-e	Scope 2 t CO2-e	Scope 3 t CO2-e	Total t CO2-e
Electricity (location-based approach)	N/A	-	-	-
Natural Gas	-	N/A	-	-
Solid Waste	-	N/A	-	-
Refrigerants	-	N/A	N/A	-
Fleet and Other Vehicles	-	N/A	-	-
Domestic Commercial Flights	N/A	N/A	31.80	31.80
Domestic Hire Car	N/A	N/A	-	-
Domestic Travel Accommodation	N/A	N/A	6.32	6.32
Other Energy	-	N/A	-	-
Total t CO2-e	-	-	**38.13**	**38.13**

Note: the table above presents emissions related to electricity usage using the location-based accounting method. CO2-e = Carbon Dioxide Equivalent. n/a = not applicable. Totals subject to rounding.

Other caveats

Emissions related to PWSS's tenancy at Australian Parliament House are reported by the DPS.

Emissions related to PWSS's tenancy at the Museum of Australian Democracy (MoAD) are reported by MoAD. PWSS is reporting commercial domestic flight emissions for the first time in 2024–25. Some flights may be missing due to invoicing or cancellation after 21 July 2025.

Prior to September 2024 domestic travel was managed under a shared services agreement with the Department of Finance. Some emissions may be captured in their reporting.

Hire car emissions data is incomplete due to limitations in data quality, which is expected to improve over time.

Electricity greenhouse gas emissions (locations based)

Emission source	Scope 2 t CO2-e	Scope 3 t CO2-e	Total t CO2-e	Electricity KWh
Electricity (location-based approach)	-	-	-	-
Market-based electricity emissions	-	-	-	-
Total renewable electricity consumer	**n/a**	**n/a**	**n/a**	-
Renewable Power Percentage*	n/a	n/a	n/a	-
Jurisdictional Renewable Power**	n/a	n/a	n/a	-
Green Power	n/a	n/a	n/a	-
Large-scale generation certificates***	n/a	n/a	n/a	-
Behind the meter solar****				
Total renewable electricity produced	**n/a**	**n/a**	**n/a**	-
Large-scale generation certificates***	n/a	n/a	n/a	-
Behind the meter solar****	n/a	n/a	n/a	-

* Listed as Mandatory renewables in 2023–24 Annual Reports. The renewable power percentage (RPP) accounts for the portion of electricity used, from the grid, that falls within the Renewable Energy Target (RET).
** The Australian Capital Territory is currently the only state or territory with a jurisdictional renewable power percentage (JRPP).
*** Listed as Voluntary renewables in 2023–24 Annual Reports.
**** Reporting behind the meter solar consumption and/or production is optional. The quality of data is expected to improve over time as emissions reporting matures.

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 made available at www.disabilitygateway.gov.au/ads.

Disability reporting is included in the Australian Public Service Commission's 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)

Information about remuneration for key management personnel

Name	Position title	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Base salary	Bonuses	Other benefits and allowances	Superannuation contributions	Long-service leave	Other long-term benefits		
Leonie McGregor	Chief Executive Officer	424,320	0	1,466	57,559	10,315	0	0	493,660
Kathryn Wandmaker	Deputy Chief Executive Officer	308,133	0	625	44,132	13,415	0	0	366,305

Information about remuneration for senior executives

Total remuneration bands	Number of senior executives	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long-service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
$0 ¬– $220,000	3	113,436	-	-	18,736	3,075	-	-	135,247
$220,001 – $245,000	-	-	-	-	-	-	-	-	-
$245,001 – $270,000	-	-	-	-	-	-	-	-	-
$270,001 – $295,000	-	-	-	-	-	-	-	-	-
$295,001 – $320,000	1	255,172	-	640	37,229	5,524	-	-	298,565
$320,001 – $345,000	-	-	-	-	-	-	-	-	-
$345,001 – $370,000	-	-	-	-	-	-	-	-	-
$370,001 – $395,000	-	-	-	-	-	-	-	-	-
$395,001 – $420,000	-	-	-	-	-	-	-	-	-
$420,001 – $445,000	-	-	-	-	-	-	-	-	-
$445,001 – $470,000	-	-	-	-	-	-	-	-	-
$470,001 – $495,000	-	-	-	-	-	-	-	-	-
$495,001 – $520,000	-	-	-	-	-	-	-	-	-

Information about remuneration for other highly paid staff

Total remuneration bands	Number of senior executives	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long-service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
$260,000 – $270,000	-	-	-	-	-	-	-	-	-
$270,001 – $295,000	-	-	-	-	-	-	-	-	-
$295,001 – $320,000	-	-	-	-	-	-	-	-	-
$320,001 – $345,000	-	-	-	-	-	-	-	-	-
$345,001 – $370,000	-	-	-	-	-	-	-	-	-
$370,001 – $395,000	-	-	-	-	-	-	-	-	-
$395,001 – $420,000	-	-	-	-	-	-	-	-	-
$420,001 – $445,000	-	-	-	-	-	-	-	-	-
$445,001 – $470,000	-	-	-	-	-	-	-	-	-
$470,001 – $495,000	-	-	-	-	-	-	-	-	-
$495,001 – $520,000	-	-	-	-	-	-	-	-	-
$470,001 – $495,000	-	-	-	-	-	-	-	-	-
$495,001 – $520,000	-	-	-	-	-	-	-	-	-

Accountable authority

Details of accountable authority during the reporting period (2024–25)

Name	Position title	Start date (1 July 2024 or after)	End date (30 June 2025 or before)
Leonie McGregor	Chief Executive Officer	1 July 2024	30 June 2025

Significant non-compliance with the Finance Law

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

Management of Human Resources

As at 30 June 2024 our staff were employed by the APSC and Finance, and seconded to the PWSS, resulting in no staff engaged by the PWSS under the *Public Service Act 1999* (PS Act) at that time. As such, there are no tables in this section providing a 30 June 2024 comparison.

All ongoing employees as at 30 June 2025 (2024–25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
State/Territory	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	
NSW	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Qld	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ACT	9	1	10	34	12	46	-	-	-	-	-	-	-	1	1	57
NT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
External territories	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Overseas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	9	1	10	34	12	46	-	-	-	-	-	-	-	1	1	57

All non-ongoing employees as at 30 June 2025 (2024–25)

	Man/Male				Woman/Female				Non-binary			Prefers not to answer			Uses a different term			Total
State/Territory	**Full time**	**Part time**	**Casual**	**Total**	**Full time**	**Part time**	**Casual**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	
NSW	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Qld	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	1
SA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ACT	1	1	2	4	4	1	2	7	-	-	-	-	-	-	-	-	-	11
NT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
External territories	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Overseas	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1	1	2	4	5	1	2	8	-	-	-	-	-	-	-	-	-	12

Australian Public Service (APS) Classification and Gender

PS Act ongoing employees as at 30 June 2025 (2024–25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
Classification	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	
SES 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SES 2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1
SES 1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
EL 2	1	1	2	11		11	-	-	-	-	-	-	-	-	-	13
EL 1	5	-	5	17	10	27	-	-	-	-	-	-	-	1	1	33
APS 6	1	-	1	4	2	6	-	-	-	-	-	-	-	-	-	7
APS 5	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	2
APS 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APS 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	9	1	10	34	12	46	-	-	-	-	-	-	-	1	1	57

PS Act non-ongoing employees as at 30 June 2025 (2024–25)

	Man/Male				Woman/Female				Non-binary			Prefers not to answer			Uses a different term			Total
Classification	**Full time**	**Part time**	**Casual**	**Total**	**Full time**	**Part time**	**Casual**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	**Full time**	**Part time**	**Total**	
SES 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SES 1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	1
EL 2	-	-	2	2	1	-	2	3	-	-	-	-	-	-	-	-	-	5
EL 1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APS 6	-	1	-	1	1	1	-	2	-	-	-	-	-	-	-	-	-	3
APS 5	1	-	-	1	2	-	-	2	-	-	-	-	-	-	-	-	-	3
APS 4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APS 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1	1	2	4	5	1	2	8	-	-	-	-	-	-	-	-	-	12

Employment type by full-time and part-time status

PS Act employees by full-time and part-time status as at 30 June 2025 (2024–25)

	Ongoing			Non-ongoing				Total
Classification	**Full time**	**Part time**	**Total ongoing**	**Full time**	**Part time**	**Casual**	**Total non-ongoing**	
SES 3	-	-	-	-	-	-	-	-
SES 2	1	-	1	-	-	-	-	1
SES 1	1	-	1	1	-	-	1	2
EL 2	12	1	13	1	-	4	5	18
EL 1	22	11	33	-	-	-	-	33
APS 6	5	2	7	1	2	-	3	10
APS 5	2	-	2	3	-	-	3	5
APS 4	-	-	-	-	-	-	-	-
APS 3	-	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	43	14	57	6	2	4	12	69

PS Act employment type by location as at 30 June 2025 (2024–25)

Location	Ongoing	Non-ongoing	Casual	Total
NSW	-	-	-	-
Qld	-	1	-	1
SA	-	-	-	-
Tas	-	-	-	-
Vic	-	-	-	-
WA	-	-	-	-
ACT	57	7	4	68
NT	-	-	-	-
External territories	-	-	-	-
Overseas	-	-	-	-
Total	57	8	4	69

PS Act Indigenous employment as at 30 June 2025 (2024–25)

	Total
Ongoing	2
Non-ongoing	1
Total	3

Employment Arrangements of SES and non-SES employees

PS Act employment arrangements as at 30 June 2025 (2024–25)

	SES	Non-SES	Total
Section 24(3) determination and the Department of Finance Enterprise Agreement 2024–27	-	66	66
Section 24(1) determination	3	15*	3
Total	3	66	69

*15 employees are accounted for in the total of 66.

The CEO as a statutory appointment is not employed under the PS Act.

PS Act employment salary ranges by classification level (minimum/ maximum) as at 30 June 2025 (2024–25)

Classification	Minimum salary	Maximum salary
SES 3	-	-
SES 2	$291,143	$327,876
SES 1	$226,225	$263,676
EL 2	$154,910	$192,974
EL 1	$126,885	$163,694
APS 6	$98,022	$127,719
APS 5	$89,098	$99,973
APS 4	$79,897	$91,189
APS 3	$70,834	$81,709
APS 2	$63,723	$72,926
APS 1	$55,495	$64,003
Minimum/maximum range (covering all levels)	$55,495	$327,876

All figures reflect base salary only and exclude superannuation.

PS Act employment performance pay by classification level (2024–25)

In 2024–25 PWSS did not make performance payments to any employees employed under the PS Act.

Reportable contracts

Expenditure on reportable consultancy contracts (2024–25)

	Number	Expenditure $'000 (GST inc.)
New contracts entered into during the reporting period	16	447,117
Ongoing contracts entered into during a previous reporting period	3	258,435
Total	19	705,552

Expenditure on reportable non-consultancy contracts (2024–25)

	Number	Expenditure $'000 (GST inc.)
New contracts entered into during the reporting period	18	347,353
Ongoing contracts entered into during a previous reporting period	13	1,330,883
Total	31	1,678,236

Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts

Organisations receiving a share of reportable consultancy contract expenditure (2024–25)

Name of organisation	Organisation ABN	Expenditure $'000 (GST inc.)
Ashurst Australia	75 304 286 095	196,870
Charterpoint Pty Ltd	17 160 453 994	123,098
Clayton Utz	35 740 217 343	82,515
Minter Ellison	91 556 716 819	66,917
Parbery Consulting Pty Ltd	40 620 308 027	48,734
Total	-	518,134

Organisations receiving a share of reportable non-consultancy contract expenditure (2024–25)

Name of organisation	Organisation ABN	Expenditure $'000 (GST inc.)
Marsh Pty Ltd	86 004 651 512	680,508
OPC Pty Ltd	29 008 657 618	141,385
Acord PLMS Pty Ltd	47 600 787 139	135,762
Australian National University	52 234 063 906	111,330
Davidson Executive and Board	89 167 748 816	105,800
Total	-	1,174,785

Appendix F – Audit and Risk Committee

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

Member Name/ Role	Qualifications, knowledge, skills or experience	Number of meetings attended/total number of meetings held	Total annual remuneration (GST inc.)
Ms Maria Storti (Chair)	• 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.	Five of five	$8,760
Ms Jo Schumann	• 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.	Five of five	$6,000
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. • Serves as an independent member on another Commonwealth audit committee.	Five of five	$6,000

Member Name/ Role	Qualifications, knowledge, skills or experience	Number of meetings attended/total number of meetings held	Total annual remuneration (GST inc.)
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.	Four of five	$0

Appendix G – 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 PWSS.

Legal services expenditure 2024–25:

Legal expenditure	Total amount ($)
Internal legal services expenditure	$416,063
External legal services expenditure	$434,154
Total legal services expenditure	$850,217

Figures are exclusive of GST.

Appendix H – Independent Parliamentary Standards Commission

A message from the Acting Chair Commissioner

In February 2023 both houses of parliament agreed on Codes of Conduct, which came into effect on 14 October 2024. This was at the same time the Independent Parliamentary Standards Commission (IPSC) was established as the body to enforce the codes by receiving complaints, undertaking investigations, making findings and recommending and applying sanctions.

Our key activity is to provide an independent workplace investigation framework for Commonwealth parliamentary workplace (CPW) participants. The focus since our establishment has been to develop and strengthen our investigation framework while working to implement the relevant aspects of the *Parliamentary Workplace Support Service Act 2023* (PWSS Act).

While functionally separate from the PWSS, we share their aspiration: that parliamentary workplaces are exemplary, recognised as safe and respectful and attract professional and high-performing staff. Our goal is to ensure that matters that come before the IPSC are dealt with fairly, effectively, in a timely manner and with integrity.

It is important to reflect on our journey and recognise the significant contribution of the Parliamentary Leadership Taskforce (PLT). The PLT included members from both houses of parliament, ministers, legislators, Labor, the Coalition, the Greens and one independent parliamentarian. The PLT worked to design and put in place the rules and mechanisms set out in the Independent Review into Commonwealth Parliamentary Workplaces report.

Significantly this is the first time there has been an independent body to review the conduct of parliamentarians. As such, much has been done to establish the IPSC, including by the Department of the Prime Minister and Cabinet, the PWSS and the initial IPSC team, led by Dr Vivienne Thom AM. I thank Dr Thom and all initial Commissioners for the vital role they played during the IPSC's establishment phase.

In April 2025 I was appointed as the Acting Chair Commissioner together with three new Acting Commissioners – Mr Joseph Catanzariti AM, Mr Adair Donaldson and Ms Joanne Muller AM – who continue alongside Ms Barbara Bennett PSM, Ms Mary Brennan and Mr Colin Neave AM. Together they continue to provide the IPSC with valuable experience and respected expertise central to the purpose of the IPSC.

As a new entity our initial focus has been to build robust intake, assessment, investigation and reporting processes that align to legislated requirements and establish a foundation of consistency, fairness and effectiveness for the IPSC.

I look forward to continuing to work with the Commissioners and the IPSC team to bring our plan to fruition.

Rachel Hunter AO PSM
Acting Chair Commissioner
Independent Parliamentary Standards Commission

Functions of the IPSC and the PWSS

Accountable Authority: PWSS CEO

PWSS Parliamentary Workplace Support Service

69 employees
3 branches

Functions:
- human resources
- support and counselling
- complaint resolution
- policy development
- education and training
- work health and safety

Independent Parliamentary Standards Commission

6–8 Commissioners
Small support team

Functions:
- assisting the Commissioners in the performance of their functions
- publishing guidance about its functions and the functions of the Commissioners

Localised, proactive support — **Formal complaints and investigations**

Making a complaint

Complaints can be **made by** a current or former	Complaints can be **made about** a current or former	The IPSC **cannot investigate** complaints made about
• Parliamentarian • *Members of Parliament (Staff) Act 1984* (MoP(S) Act) employee • Parliamentary Service employee • Person who carries out work for a parliamentarian predominantly in a CPW (post-Code conduct only) • Other person who works predominantly in a CPW (post-Code conduct only) • AFP appointee or APS employee predominantly working from Parliament House (post-Code conduct only) • COMCAR driver (post-Code conduct only)	• Parliamentarian • MoP(S) Act employee • Parliamentary Service employee • Person who carries out work for a parliamentarian predominantly in a CPW (post-Code conduct only) • Other person who works predominantly in a CPW	• A person employed or appointed under the Parliamentary *Service Act 1999* • A person employed or appointed under the *Public Service Act 1999* • An AFP appointee

Referrals to the IPSC

The following people can refer a conduct issue to the IPSC:

- A parliamentarian may refer a person who they employ or who works predominantly from their office.
- The leader of a parliamentary party may refer a parliamentarian who is a member of their party.
- A Presiding Officer may refer a member of the House over which they preside.
- The PWSS CEO may refer a conduct issue.

Alleged misconduct

A complaint can be made about the following allegations, no matter when they occurred:

- Sexual assault.
- Assault.
- Sexual harassment.
- Harassment.
- Bullying.
- Unreasonable behaviour towards another person that creates a risk to work, health and safety.

Additionally, conduct of parliamentarians, MoP(S) Act employees and persons in CPWs that occurred on or after 14 October 2024 and breaches the Behaviour Code for Australian Parliamentarians, Behaviour Code for staff of Parliamentarians and the Behaviour Standards for Commonwealth Parliamentary Workplaces, respectively, can be investigated by the IPSC.

The IPSC cannot investigate conduct that forms part of proceedings in parliament.

Performance

As the IPSC has not been in operation for a full year there are no performance measures available for 2024–25. The 2025–26 measures will be the:

- **average** time for an investigating Commissioner to decide how a conduct issue will be dealt with
- **average** duration of investigations.

Further information is available in the PWSS Corporate Plan 2025–29.

Complaint Scenarios

SCENARIO ONE

A member of the public contacted the Independent Parliamentary Standards Commission (IPSC) to complain that their local MP had been rude and dismissive during a community meeting in 2025. The complainant described the MP's behaviour as unprofessional and offensive. After reviewing the complaint, the IPSC advised the individual that, while they acknowledge the concern, the Commission's remit is limited to matters involving interactions between Commonwealth parliamentary workplace participants. As the complaint was from a member of the public, the IPSC determined that it could not consider the matter and wrote to the complainant advising them as such.

SCENARIO TWO

A parliamentarian lodged a complaint with the IPSC alleging that another parliamentarian had engaged in bullying and vilifying behaviour during formal debates and in incidental encounters near their adjacent offices in Parliament House. The complainant submitted Hansard records as evidence. After undertaking preliminary inquiries, the assigned investigating Commissioner advised that conduct within the House of Representatives is unable to be considered by the IPSC but invited further evidence regarding the alleged behaviour that occurred outside the chamber. The complainant then provided additional information about interactions near their offices. The investigating Commissioner determined that it was appropriate to commence an investigation. Formal Notices of investigation and Confidentiality Notices were issued to both parties.

SCENARIO THREE

A MoP(S) employee contacted the IPSC to raise concerns about their Chief of Staff. The staffer reported that the Chief of Staff was often rude and had unreasonable expectations of them, and that the office environment was toxic and tense, and there were unclear roles and responsibilities across the office. The staffer expressed a desire to stay in the role but wanted the Chief of Staff's behaviour and office culture to improve. After considering the matter, the assigned investigating Commissioner determined that the alleged conduct and matters raised would be more appropriately dealt with by a service offered by the Parliamentary Workplace Support Service (PWSS). With the consent of the complainant, the investigating Commissioner referred the matter to the PWSS for consideration and appropriate action.

Appendix I – Abbreviations and acroynms

ACT	Australian Capital Territory
ANAO	Australian National Audit Office
AO	Officer of the Order of Australia
APH	Australian Parliament House
APP	Australian Privacy Principles
APS	Australian Public Service
APSC	Australian Public Service Commission
ARC	Audit and Risk Committee
C&S	Counselling and Support team
CEO	Chief Executive Officer
CPW	Commonwealth parliamentary workplace
DPS	Department of Parliamentary Services
EA	Enterprise Agreement
EAP	Employee Assistance Program
EL	Executive Level
EPBC	*Environment Protection and Biodiversity Conservation Act 1999*
Finance	Department of Finance
FOI	Freedom of Information
GST	Goods and Services Tax
HR	Human Resources
HRAP	Human Resources Advisory Panel
ICT	Information and Communications Technology
IPSC	Independent Parliamentary Standards Commission
IT	Information Technology
MaPS	Ministerial and Parliamentary Services, Department of Finance
MoP(S) Act	*Members of Parliament (Staff) Act 1984*
MP	Member of Parliament
N/A	Not Applicable
PBS	Portfolio Budget Statements
PGPA Act	*Public Governance, Performance and Accountability Act 2013*
PGPA Rule	Public Governance, Performance and Accountability Rule 2014
Privacy Act	*Privacy Act 1988*
PS Act	*Public Service Act 1999*
PSM	Public Service Medal
PSS	Public Sector Superannuation Scheme

PWSS	Parliamentary Workplace Support Service
PWSS Act	*Parliamentary Workplace Support Service Act 2023*
Pty Ltd	Proprietary Limited
SES	Senior Executive Service
SME	Small and Medium Enterprises
WHS	Work Health and Safety
WHS Act	*Work Health and Safety Act 2011*
WHSC	Work Health and Safety Committee

Appendix J – List of requirements

PGPA Rule reference	Part of report	Description	Requirement
17AD(g)	**Letter of Transmittal**		
17AI	i	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)	v	Table of Contents.	Mandatory
17AJ(b)	115	Alphabetical index.	Mandatory
17AJ(c)	105	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	107	List of requirements.	Mandatory
17AJ(e)	ii	Details of contact officer.	Mandatory
17AJ(f)	ii	Entity's website address.	Mandatory
17AJ(g)	ii	Electronic address of report.	Mandatory
17AD(a)	**Review by accountable authority**		
17AD(a)	3	A review by the accountable authority of the entity.	Mandatory
17AD(b)	**Overview of the entity**		
17AE(1)(a)(i)	7	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	9	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	8	A description of the outcomes and programs administered by the entity.	Mandatory
17AE(1)(a)(iv)	8	A description of the purposes of the entity as included in the corporate plan.	Mandatory
17AE(1)(aa)(i)	89	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	89	Position title of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(iii)	89	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory
17AE(1)(b)	N/A	An outline of the structure of the portfolio of the entity.	Portfolio departments – mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AE(2)	16	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 that 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	13	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)	39	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	80	A table summarising the total resources and total payments of the entity.	Mandatory
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)	34	Information on compliance with section 10 (fraud and corruption systems).	Mandatory
17AG(2)(b)(i)	1	A certification by accountable authority that fraud and corruption risk assessments have been conducted and fraud and corruption control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	1	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud and corruption that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	1	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud and corruption relating to the entity.	Mandatory
17AG(2)(c)	32	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AG(2)(d) – (e)	N/A	A statement of significant issues reported to the Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance Law and action taken to remedy non-compliance.	If applicable, Mandatory
	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)	98	The name of each member of the entity's Audit Committee.	Mandatory
17AG(2A(c)	98	The qualifications, knowledge, skills or experience of each member of the entity's Audit Committee.	Mandatory
17AG(2A)(d)	98	Information about the attendance of each member of the entity's Audit Committee at committee meetings.	Mandatory
17AG(2A)(e)	98	The remuneration of each member of the entity's Audit Committee.	Mandatory
	External scrutiny		
17AG(3)	35	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	35	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)	35	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	35	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
	Management of Human Resources		
17AG(4)(a)	35	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	90	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) Statistics on full-time employees; (b) Statistics on part-time employees; (c) Statistics on gender; (d) Statistics on staff location.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AG(4)(b)	94	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: • Statistics on staffing classification level; • Statistics on full-time employees; • Statistics on part-time employees; • Statistics on gender; • Statistics on staff location; • Statistics on employees who identify as Indigenous.	Mandatory
17AG(4)(c)	95	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*.	Mandatory
17AG(4)(c)(i)	95	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	95	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	37	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	96	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	96	Information on the aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
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)	N/A	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)	40	An assessment of entity performance against the Commonwealth Procurement Rules.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
	Reportable consultancy contracts		
17AG(7)(a)	39	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)	39	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 reporting period, involving total actual expenditure of $ [specified million].*"	Mandatory
17AG(7)(c)	40	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	39	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)	40	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)	40	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	40	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)	40	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)	40	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)	41	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)	41	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
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)	43	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
	Executive remuneration		
17AD(da)	86	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2–3 of the Rule.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
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)	82	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)	85	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	34	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)	**Information required by other legislation**		
	Environment Protection and Biodiversity Conservation Act 1999 Climate Action in Government Operations		
516A	83	Emissions Reporting	
	N/A	Commonwealth Climate Disclosure	If applicable, Mandatory
	Work Health and Safety Act 2011		
	38	Initiatives taken during the year to ensure the health, safety and welfare of workers.	Mandatory
	38	Health and safety outcomes (including the impact on injury rates of workers) of those or previous initiatives.	Mandatory
	38	Data on notifiable incidents for the year.	Mandatory
	39	Any WHS investigations conducted by Comcare that year in relation to the businesses or undertakings of the entity, including details of all enforcement notices (improvement notices, prohibition notices and non-disturbance notices) given under Part 10 of the WHS Act.	Mandatory
	100	Anything else required by guidelines approved by the Australian Parliament's Joint Committee of Public Accounts and Audits.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
	Strategic Commissioning Framework		
	N/A	Report against target (reduction in supplier expenditure).	If applicable, Mandatory
	39	If already operating in line with the framework include a statement that: "*[Name of entity] has outsourced little or no core work and operates in line with the framework.*"	If applicable, Mandatory

Appendix K – Index

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