

COMMONWEALTH OMBUDSMAN

FINANCIAL YEAR 2023-24

SENATE ORDER ON DEPARTMENTAL AND AGENCY CONTRACTS LISTING RELATING TO THE PERIOD 01 JULY 2023 – 30 JUNE 2024

Pursuant to the Senate Order on departmental and agency contracts, the following table sets out contracts entered into by the Commonwealth Ombudsman which provide for a consideration to the value of \$100 000 or more and which:

- a. have not been fully performed as at 30 June 2024; or
- b. which have been entered into during the 12 months prior to 30 June 2024.

Most of the contracts listed contain confidentiality provisions of a general nature that are designed to protect the confidential information of the parties that may be obtained or generated in carrying out the contract.

The reasons for including such clauses include:

- a. protection of other Commonwealth material and personal information; and/or
- b. ordinary commercial prudence that requires protection of trade secrets, proprietary information and the like. Such clauses are typical of standard contracts entered into by large commercial bodies.

The accountable authority of the Office of the Commonwealth Ombudsman has assured that the listed contracts do not contain any inappropriate confidentiality provisions.

Contract details								
Contractor	Subject matter	Amount of consideration	Start date	Anticipated end date	Whether contract contains provisions requiring the parties to maintain confidentiality of any of its provisions (Y/N)	Reason (s)	Whether contract contains other requirements of confidentiality (Y/N)	Reason (s)
Childers Nominees Pty Ltd	Lease – Canberra Office – Level 5	\$17,653,727	1-Dec-09	30-Nov-24	N		N	
ACTEWAGL	Provision of Electricity (Canberra)	\$280,000	1-Jul-15	30-Nov-24	N		N	
Childers Nominees Pty Ltd	Lease – Canberra Office – Level 3	\$2,917,103	6-Feb-17	20-Nov-24	N		N	
Human Solutions Pty Ltd	Website Development	\$1,341,205	13-Aug-18	31-Aug-24	N		N	
Macquarie Telecom	Internet Services	\$739,043	1-Dec-18	30-Jun-24	N		N	
Jones Lang LaSalle (SA) Pty Ltd	Lease – Adelaide Office	\$2,189,811	1-Jan-19	1-Jan-26	N		N	
Jones Lang LaSalle	Property Services Management and Passthrough Fees	\$104,634	1-Jul-19	30-Jun-25	N		N	
TPG Network	Internet Services	\$186,000	15-Mar-21	30-Jun-26	N		N	
Technology One Limited	Software Licensing	\$701,001	22-Mar-21	22-Mar-25	N		N	
The Trust Company Limited	Lease – Perth Office	\$528,320	14-Apr-21	28-Feb-26	N		N	
Cleared Security	Security Event Management	\$400,000	17-May-21	30-Jun-24	N		N	
Secom Technical Services Pty Ltd	Security System Upgrades	\$205,417	1-Jun-21	30-Jun-24	N		N	
Hays Personnel Services	Labour Hire	\$213,037	1-Jul-21	30-Jun-24	N		N	
EY Sweeney	Complainant Satisfaction Survey	\$664,074	20-Sep-21	30-Sep-25	N		N	
Cleared Security	Labour Hire	\$254,144	1-Oct-21	30-Jun-24	N		N	
Data#3	Software Maintenance and Support	\$170,000	30-Nov-21	30-Jun-25	N		N	
SMG Health Pty Ltd	Healthcare Support Services	\$201,103	21-Feb-22	30-Sep-24	N		N	
Telstra Corp	Telephone Communications	\$252,000	1-Apr-22	31-Mar-25	N		N	
Squiz Australia Pty Ltd	Website Maintenance and Support	\$270,009	15-Apr-22	31-Oct-24	N		N	
Acendre Pty Ltd	Software Licencing	\$135,783	31-May-22	30-Jun-25	N		N	
QBT Pty Ltd	Travel Management Services	\$123,000	1-Jul-22	30-Jun-24	N		N	
Deka Australia Management Two Pty Ltd	Lease – Melbourne Office	\$3,088,928	1-Sep-22	31-Aug-30	N		N	

Contract details								
Contractor	Subject matter	Amount of consideration	Start date	Anticipated end date	Whether contract contains provisions requiring the parties to maintain confidentiality of any of its provisions (Y/N)	Reason (s)	Whether contract contains other requirements of confidentiality (Y/N)	Reason (s)
Chartertech Pty Ltd	Information Technology Consultation and Implementation Services	\$251,900	4-Dec-23	3-Dec-24	N		N	
Callscan Australia Pty Ltd	Automated Telecommunications Response System	\$303,995	1-Jan-23	14-May-25	N		N	
Dexus CPA Pty Ltd	Lease – Sydney Office	\$1,532,579	1-Feb-23	31-Jan-28	N		N	
RSM Australia Pty Ltd	Internal Audit Services	\$1,320,000	23-Feb-23	23-Feb-27	N		N	
Objective Corporation Limited	Software Licencing	\$114,687	1-Jun-23	30-Jun-24	N		N	
Jones Lang La Salle (ACT) Pty Ltd	Office Fit Out Design and Consultation Services	\$122,438	30-Oct-23	30-Jun-24	N		N	
Challenger Life Nominees	Lease – Brisbane Office	\$1,778,700	1-Jan-24	31-Dec-28	N		N	
Oobe Pty Ltd	ICT Consultancy Services	\$200,000	7-Feb-24	30-Jun-24	N		N	
SolsticeIT	Labour Hire	\$110,000	7-Feb-24	30-Jun-24	N		N	
SolsticeIT	Project Implementation	\$239,800	7-Feb-24	30-Jun-24	N		N	
SolsticeIT	ICT Consultancy Services	\$207,900	12-Feb-24	30-Jun-24	N		N	
Horizon One Recruitment	Recruitment Services	\$129,936	7-Mar-24	30-Jun-24	N		N	
Content Group Pty Ltd	Strategic Communication Services	\$110,000	11-Mar-24	30-Jun-24	N		N	
Iron Mountain Australia Group Pty Ltd	Sentence, Disposal and Digitisation Services	\$536,735	11-Mar-24	30-Jun-24	N		N	
Deloitte Touche Tohmatsu	Consulting Services	\$203,500	25-Mar-24	28-Jun-24	N		N	
Hays Personnel Services Pty Ltd	Labour Hire	\$140,000	1-Apr-24	30-Jun-24	N		N	
Randstad Pty Ltd	Labour Hire	\$284,700	1-Apr-24	31-Oct-24	N		N	
Hudson Global Resources Pty Ltd	Labour Hire	\$161,789	10-Apr-24	30-Sep-24	N		N	
Aris Zinc Pty Ltd	Labour Hire	\$137,770	11-Apr-24	30-Jun-24	N		N	
Chartertech	System Support Services	\$220,000	15-Apr-24	30-Jun-25	N		N	
Reason Group Pty Ltd	Business System Analysis Services	\$110,000	19-Apr-24	30-Jun-24	N		N	
Jones Lang LaSalle	Project Management & Construction Services	\$1,514,332	1-May-24	30-Jun-25	N		N	
Resolve Software Group Pty Ltd	Software Licensing	\$450,553	10-May-24	30-Jun-24	N		N	
McGrathNicol Advisory	Consulting Services	\$125,955	14-May-24	30-Jun-24	N		N	
Jones Lang LaSalle	Project Management & Construction Services	\$284,461	16-May-24	30-Jun-24	N		N	
HBA Consulting	Consulting Services	\$223,200	12-Jun-24	31-Aug-24	N		N	
Synergy	Consulting Services	\$164,981	18-Mar-24	30-Jun-24	N		N	
Dell Australia Pty Ltd	ICT Hardware	\$729,300	13-Jun-24	30-Jun-24	N		N	

Listing of the 22 new contracts from 01 January 2024.

#	Contractor	Subject Matter	Business Area
1	Challenger Life Nominees	Lease of Property	Finance, Property & Security
2	Oobe Pty Ltd	ICT Consultancy Services	ICT
3	SolsticeIT	Labour Hire	ICT
4	SolsticeIT	Project Implementation	ICT
5	SolsticeIT	ICT Consultancy Services	ICT
6	Horizon One Recruitment	Recruitment Services	HR
7	Content Group Pty Ltd	Strategic Communication Services	Communications, Education & Engagement
8	Iron Mountain Australia Group Pty Ltd	Sentence, Disposal and Digitisation Services	ICT
9	Deloitte Touche Tohmatsu	Business Intelligence Consultancy Services	ICT
10	Hays Personnel Services Pty Ltd	Labour Hire	Complaints
11	Randstad Pty Ltd	Labour Hire	Complaints
12	Hudson Global Resources Pty Ltd	Labour Hire	Complaints
13	Aris Zinc Pty Ltd	Labour Hire	Finance, Property & Security
14	Chartertech	System Support Services	Finance, Property & Security
15	Reason Group Pty Ltd	Business System Analysis Services	ICT
16	Jones Lang LaSalle	Office Fit Out – Project Management & Construction Services	Finance, Property & Security
17	Resolve Software Group Pty Ltd	Software Licensing	ICT
18	McGrathNicol Advisory	Risk Management Framework Consultancy	Governance
19	Jones Lang LaSalle	Office Fit Out – Project Management & Construction Services	Finance, Property & Security
20	HBA Consulting	HR Consulting Services	HR
21	Synergy	Governance Consulting Services	Governance
22	Dell Australia Pty Ltd	ICT Hardware	ICT