

COMMONWEALTH OMBUDSMAN

FINANCIAL YEAR 2024 – 25

SENATE ORDER ON DEPARTMENTAL AND AGENCY CONTRACTS LISTING RELATING TO THE PERIOD 01 JULY 2024 – 30 JUNE 2025

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 2025; or
- b. which have been entered into during the 12 months prior to 30 June 2025.

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)
Jones Lang LaSalle (SA) Pty Ltd	Lease – Adelaide Office	\$2,189,811.00	1-Jan-19	1-Jan-26	N		N	
Jones Lang LaSalle (ACT) Pty Ltd	Property Core Services Management Fee and Passthrough Costs	\$147,134.00	1-Jul-19	30-Jun-25	N		N	
TPG Network Pty Ltd	Internet Services	\$230,473.10	15-Mar-21	30-Jun-26	N		N	
Technology One Limited	Software Licensing	\$1,432,580.26	22-Mar-21	21-Mar-27	N		N	
The Trust Company Limited	Lease – Perth Office	\$528,320.25	14-Apr-21	28-Feb-26	N		N	
EY Sweeney	Complainant Satisfaction Survey	\$664,073.64	20-Sep-21	31-Oct-25	N		N	
Data#3	Software Maintenance and Support	\$565,000.00	30-Nov-21	30-Jun-26	N		N	
Squiz Australia Pty Ltd	Website Maintenance and Support	\$633,400.19	15-Apr-22	30-Jun-26	N		N	
Acendre Pty Ltd	Software Licensing	\$187,833.00	31-May-22	31-Jul-25	N		N	
Deka Australia Management Two Pty Ltd as trustee for Deka Australia no.2 Trust	Lease – Melbourne Office	\$3,088,928.30	1-Sep-22	31-Aug-30	N		N	
Callscan Australia Pty Ltd	Automated Telecommunications Response System	\$303,995.04	1-Jan-23	14-May-26	N		N	
Dexus CPA Pty Ltd	Lease – Sydney Office	\$1,532,579.40	1-Feb-23	31-Jan-28	N		N	
RSM Australia Pty Ltd	Internal Audit Services	\$1,320,000.00	23-Feb-23	23-Feb-27	N		N	
Chartertech	System Support Services	\$320,000.00	4-Dec-23	30-Jun-25	N		N	
Maddocks	Legal and Probity Services	\$162,999.00	28-Nov-23	30-Sep-25	N		N	
Athru Solutions	Audit & Risk Committee Chair	\$120,000.00	18-Mar-24	17-Mar-28	N		N	
Chartertech	System Support Services	\$220,000.00	15-Apr-24	30-Jun-25	N		N	
Challenger Life Nominees Pty Ltd	Lease – Brisbane Office	\$1,778,700.00	1-Jan-24	31-Dec-28	N		N	
Hays Personnel Services	Labour Hire	\$248,377.80	28-Jun-24	31-Dec-25	N		N	
Objective Corporation Limited	Software Licensing	\$304,050.11	1-July-24	30-Jun-26	N		N	
JWS Research	Market Research Services	\$156,750.00	01-Aug-24	31-Oct-24	N		N	
Dell Australia Pty Ltd	ICT Hardware	\$115,093.00	02-Aug-24	09-Oct-24	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)
SolsticeIT	Cybersecurity Services	\$1,396,999.96	05-Aug-24	30-Jun-27	N		N	
Isentia Pty Ltd	Media Monitoring Services	\$114,725.00	19-Aug-24	31-Jul-26	N		N	
Hudson Global Resources Aust Pty Ltd	Recruitment Services	\$110,056.10	28-Aug-24	18-Nov-24	N		N	
Jones Lang LaSalle	Office Fit Out – Canberra	\$3,550,585.98	04-Sep-24	31-Mar-25	N		N	
Human Solutions Pty Ltd	Website Development	\$406,916.00	12-Sep-24	12-May-26	N		N	
Telus Health (BG Australia) Pty Ltd	Employee Assistance Program	\$200,000.00	16-Sep-24	02-Jan-26	N		N	
Bellchambers Barrett Pty Ltd, BellchambersBarrett	Assurance Services	\$157,856.75	23-Sep-24	30-Jun-25	N		N	
Harsha Consultants Pty Ltd	Labour Hire	\$166,237.50	1-Oct-24	31-Mar-25	N		N	
The Trustee for Industry Superannuation Property Trust No 1	Lease - Canberra Office	\$9,244,400.00	1-Nov-24	31-Oct-34	N		N	
Gartner Australasia Pty Ltd	Workforce Plan Action Implementation	\$100,210.00	1-Nov-24	31-Oct-25	N		N	
Ridgeline Solutions	Labour Hire	\$202,912.50	06-Nov-24	31-Mar-25	N		N	
Nous Group Pty Ltd	Development of Service Delivery Standards	\$225,000.00	20-Nov-24	24-Dec-24	N		N	
NTT Australia Pty Ltd	Case Management System Design and Implementation Services	\$473,666.89	13-Dec-24	21-Mar-25	N		N	
Telstra Ltd	Telecommunications Services	\$104,500.00	20-Jan-25	17-Dec-27	N		N	
Hays Personnel Services	Labour Hire	\$365,900.31	03-Feb-25	31-Oct-25	N		N	
Hudson Global Resources Australia	Labour Hire	\$323,870.46	03-Feb-25	31-Oct-25	N		N	
oobe Pty Ltd	Labour Hire	\$150,000.00	03-Feb-25	30-Jun-26	N		N	
Randstad Pty Limited	Labour Hire	\$192,133.13	03-Feb-25	31-Oct-25	N		N	
GRACosway Pty Ltd	Media Advisory & Support Services	\$150,150.00	13-Feb-25	31-Dec-25	N		N	
Hays Personnel Services	Labour Hire	\$109,297.38	17-Mar-25	30-Sep-25	N		N	
HorizonOne Recruitment	Recruitment and Search Services	\$251,281.00	18-Mar-25	30-Sep-25	N		N	
Hays Personnel Services	Labour Hire	\$78,295.50	07-May-25	24-Oct-25	N		N	
Randstad Pty Limited	Labour Hire	\$163,704.50	07-May-25	24-Oct-25	N		N	
Resolve Software Group Pty Ltd	Software Licensing Renewal	\$540,663.55	13-Jun-25	30-Apr-26	N		N	

Listing of the 12 new contracts from 01 January 2025.

#	Contractor	Subject Matter	Business Area
1	NTT Australia Pty Ltd	Case Management System Design and Implementation Services	Customer Relationship Management Project
2	Telstra Ltd	Telecommunications Services	ICT
3	Hays Personnel Services	Labour Hire	Complaints & National Student Ombudsman
4	Hudson Global Resources Australia	Labour Hire	Complaints & National Student Ombudsman
5	oobe Pty Ltd	Labour Hire	ICT
6	Randstad Pty Limited	Labour Hire	Complaints
7	GRACosway Pty Ltd	Media Advisory & Support Services	Communications & National Student Ombudsman
8	Hays Personnel Services	Labour Hire	Finance
9	HorizonOne Recruitment	Recruitment and Search Services	Human Resources
10	Hays Personnel Services	Labour Hire	Complaints
11	Randstad Pty Limited	Labour Hire	Complaints
12	Resolve Software Group Pty Ltd	Software Licensing Renewal	ICT