

## COMMONWEALTH OMBUDSMAN

## CALENDAR YEAR 2025

## SENATE ORDER ON DEPARTMENTAL AND AGENCY CONTRACTS LISTING FOR THE PERIOD 1 JANUARY 2025 – 31 December 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 31 December 2025; or
- b. which have been entered into during the 12 months prior to 31 December 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   |            |
| 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   |            |
| 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-26            | 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   |            |
| Athru Solutions  | Audit & Risk Committee Chair                 | \$120,000.00            | 18-Mar-24  | 17-Mar-28            | N   |            | N   |            |
| Challenger Life Nominees Pty Ltd   | Lease - Brisbane Office                      | \$1,778,700.00          | 1-Jan-24   | 31-Dec-28            | N   |            | N   |            |
| Objective Corporation Limited  | Software Licensing                           | \$304,050.11            | 1-July-24  | 30-Jun-26            | 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   |                       |
| 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                                  | \$135,579.72            | 23-Sep-24  | 30-Jun-26            | 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   |                       |
| 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   | \$180,000.00            | 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   |                       |
| Randstad Pty Limited  | Labour Hire   | \$163,704.50            | 07-May-25  | 24-Oct-25            | N   |                       | N   |                       |
| Jones Lang LaSalle (ACT) Pty Limited                        | Construction services - Sydney Office               | 101,299.83              | 26-May-25  | 31-Oct-25            | N   |                       | N   |                       |
| Resolve Software Group Pty Ltd                              | Software Licensing Renewal                          | \$540,663.55            | 13-Jun-25  | 30-Apr-26            | N   |                       | N   |                       |
| Lonergan Research Pty Ltd                                   | Complainant and Agency Survey and Research Services | \$750,000.00            | 28-Jul-25  | 30-Sep-28            | N   |                       | N   |                       |
| EMA Advisory  | Cyber security testing and assessment services      | \$330,000.00            | 28-Jul-25  | 27-Jul-26            | N   |                       | N   |                       |
| Factor Tech Pty Ltd   | Case and client Relationship Management System      | \$2,641,100.00          | 18-Aug-25  | 17-Aug-26            | Y   | Intellectual property | Y   | Intellectual property |
| Cushman & Wakefield Pty Ltd                                 | Property management fees                            | \$188,946.21            | 1-Jul-25   | 30-Jun-29            | N   |                       | N   |                       |

**Listing of the new contracts, \$100k+ from 01 July 2025.**

| # | Contractor                           | Subject Matter                                      | Business Area               | Value          |
|---|--------------------------------------|---|-----------------------------|----------------|
| 1 | Jones Lang LaSalle (ACT) Pty Limited | Construction services - Sydney Office               | Property                    | \$101,299.83   |
| 2 | Lonergan Research Pty Ltd            | Complainant and Agency Survey and Research Services | BIPP                        | \$750,000.00   |
| 3 | EMA Advisory                         | Cyber security testing and assessment services      | Information and Consultants | \$330,000.00   |
| 4 | Factor Tech Pty Ltd                  | Case and client Relationship Management System      | CRM Project                 | \$2,641,100.00 |
| 5 | Cushman & Wakefield Pty Ltd          | Property management fees                            | Property                    | \$188,946.21   |