



Department of the Legislative Assembly

STRATEGIC PLAN 2009-2011

Including initiatives from the "Building a Better Legislative Assembly"

Updated 9 July 2010

Strategic Initiatives

Strategy Areas:

1. Leadership	2. Governance and financial management	3. Collaboration and learning	4 Communication	5. Key business systems	6. Procedural research and training
1.1 Succession planning 1.2 Leadership programs 1.3 Team Building 1.4 Chamber Officers	2.1 Budget 2.2 Strategic planning 2.3 Workforce planning 2.4 Relations with DPS 2.5 ICAC recommendations	3.1 Knowledge management 3.2 Training and career development 3.3 Performance management	4.1 Client and internal communication and feedback 4.2 Transparency of employment decisions 4.3 Staff feedback 4.4 Twinning	5.1 Asset management 5.2 Chamber systems 5.3 Enquiry management 5.4 OH&S 5.5 Document and records management	6.1 Oral history 6.2 PPP book 6.3 Procedure library 6.4 Procedure research 6.5 Procedure training

Delivery responsibility and priorities for initiatives

Initiative	Activity	Project Leader	Due by (quarter [#])	RSP* result area
STRATEGY AREA: LEADERSHIP		STRATEGY LEADERS: RUSSELL GROVE, MARK SWINSON		
1.1 Succession planning	1.1.1 Review policy, consult with staff and implement revised policy (BBLA)	Russell Grove Mark Swinson	April/May 2010 (4)	4
1.2 Leadership programs	1.2.1. Develop and implement new program(s) including a training program for all managers (BBLA)	Russell Grove Mark Swinson	April/May 2010 (4)	4
1.3 Team Building	1.3.1 Provide the support needed to implement the Strategic Plan (BBLA)	Russell Grove Mark Swinson	April/May 2010 (4)	4
1.4 Chamber Officers	1.4.1 Review the trainee Clerks-at-the-Table program (BBLA)	Russell Grove Mark Swinson	April/May 2010 (4)	4

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STRATEGY AREA: GOVERNANCE AND FINANCIAL MANAGEMENT		STRATEGY LEADERS: MARK SWINSON, RUSSELL KEITH/CATHERINE WATSON		
2.1 Budget	2.1.1 Review mechanism for preparation with Finance of budget maintenance and enhancement submissions for the Legislative Assembly	Russell Keith	Sep 2010 (1)	4
	2.1.2 Monitor and adjust the Department's Savings Plans where necessary	Management [Mark Swinson, Elaine Schofield]	—	4
2.2 Strategic planning	2.2.1 Review strategic framework and plan 2011 to 2015	MAG	—	4
	2.2.2 Refine KPIs for the Legislative Assembly	Catherine Watson	Aug 2010 (1)	4
	2.2.3 Develop strategic management calendar	Completed	Dec 2009 (2)	4
	2.2.4 Implement on-line reporting (including CARS)	Completed	Sep 2009 (1)	4
	2.2.5 A committee system for the 55 th Parliament	Elaine Schofield	Sep 2010 (1)	4
	2.2.6 Monitor implementation of BBLA	MAG	—	4
2.3 Workforce planning	2.3.1 Promote cross section project teams, flexible staff resources	Management [Mark Swinson]	—	4
	2.3.2 Increase staff involvement in planning	Management [Mark Swinson]	—	4
	2.3.3 Conclude restructure of the Procedure Office	Completed	Dec 2009 (2)	4
	2.3.4 Conclude restructure of Chamber Services	Completed	Mar 2010 (3)	4
	2.3.5 Develop training programs for Chamber Support staff	Management [Mark Swinson, Ronda Miller]	—	4

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	2.3.6 Electorate officers recruitment – review business processes, documentation and workflow (with DPS)	Management [Elaine Schofield]	—	2
	2.3.7 Electorate officers employment – review employment authority and arrangements (with DPS)	Management [Elaine Schofield]	—	2
	2.3.8 Delegations and authorisations – review for electorate officers and other Legislative Assembly Staff	Bjarne Nordin	Jun 2010 (4)	4
2.4 Relations with DPS	2.4.1 Scope the governance needs in relation to services provided to LA by DPS – LA and Parliament House whole (with liaison officers)	Management [Mark Swinson]	—	
2.5 Response to ICAC whistleblower inquiry recommendations	2.5.1 Develop new policies and guidelines for managers and staff	Management [Elaine Schofield]	—	
STRATEGY AREA: COLLABORATION AND LEARNING		STRATEGY LEADERS: ELAINE SCHOFIELD, VICKI BUCHBACH		
3.1 Knowledge management	3.1.1 Conduct audit and develop knowledge management strategic plan for the Department	Vicki Buchbach	Sep 2010 (1)	4
	3.1.2 Develop an electorate office resource centre, including an electorate officers guide	Management [Elaine Schofield]	—	4
	3.1.3 Develop lease and fit-out checklists	Completed	Dec 2009 (2)	4
	3.1.4 Produce information sheets/FAQs <ul style="list-style-type: none"> ▪ EOMU ▪ Chamber Services 	Management [Elaine Schofield]	—	4 4
	3.1.5 Conduct CPA familiarisation program	Helen Minnican Carly Sheen	Oct 2010 (2)	4
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	3.1.6 Evaluate and further develop committee staff colloquia/workshops	Jonathan Elliott	Jul 2010 (1)	4
	3.1.7 Develop committee handbook	Management [Les Gönye, Ian Thackeray]	—	1
	3.1.8 Develop committee precedent database	Helen Minnican	Jul 2010 (1)	
	3.1.9 Develop ways to share learning from training courses and other development activities (BBLA)	Vicki Buchbach	Sep 2010 (1)	4
3.2 Training and career development	3.2.1 Liaise with DPS in development of corporate training programs for staff	Management [Mark Swinson, Elaine Schofield]	—	4
	3.2.2 Introduce new system for career development for all staff and ensure feedback to individuals links to career development programs for staff (with Organisational Development) (BBLA)	Vicki Buchbach	Jun 2010 (4)	4
	3.2.3 Review the Department's training and development policy (BBLA)	Carrie Chan	Oct 2010 (2)	4
	3.2.4 Continue and expand the Chamber Support program (BBLA)	Management [Ronda Miller]	—	4
	3.2.5 Identify core competencies across the Department to assist in identifying training gaps and to clarify career progression options (BBLA)	Stephanie Hesford	Oct 2010 (2)	4
	3.2.6 Undertake a comprehensive training needs analysis (BBLA)	Carolyn Littlefair	Apr 2011 (4)	4
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	3.2.7 Revise the orientation program for new staff (BBLA)	Elaine Schofield	Jul 2010 (1)	4
	3.2.8 Implement specific career development programs for supervisors and managers with regular workshops for support (BBLA) (see 3.2.2)	Management [Vicki Buchbach]	—	4
	3.2.9 Liaise with DPS for service delivery to electorate office staff in regard to: <ul style="list-style-type: none"> ▪ Current training programs ▪ Corporate training program e.g. policies, OHS ▪ Common training requests and skills gap and develop initiatives around these e.g. writing, media management, dealing with difficult customers ▪ Staff conferences, networks and bringing together their ideas and experiences in a learning environment 	Management [Elaine Schofield]	—	4
3.3 Performance management	3.3.1 Review the system for performance management to ensure transparency, objectivity and compliance (BBLA)	Management [Mark Swinson, Elaine Schofield] with DPS	—	4

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STRATEGY AREA: COMMUNICATION			STRATEGY LEADERS: LES GÖNYE	
4.1 Client and internal communication and feedback	4.1.1 Develop and trial new induction materials and procedures for Members	Stephanie Hesford	May 2011 (4)	2
	4.1.2 Election 2011 – review administrative arrangements	Management [Mark Swinson]	—	2
	4.1.3 Develop a mechanism for and draft the Annual Report	Carly Sheen	Oct 2010 (2)	4
	4.1.4 Develop mechanisms for more effective communication of information and discussion of management and other initiatives (BBLA)	Les Gönye	Sep 2010 (1)	4
	4.1.5 Develop feedback mechanisms to encourage staff contribution and constructive criticism and open and frank discussion of problems and issues in the workplace (BBLA)			
	4.1.6 Implement a welcome screen in LA vestibule	Management [Mark Swinson]	—	3
	4.1.7 Upgrade video titling and broadcasting system for the Chamber	Management [Mark Swinson]	—	3
	4.1.8 Develop methods of feedback on committee secretariat services from Government agencies, other clients and witnesses COMBINED WITH 4.1.10	Jonathan Elliott	Mar 2011 (3)	3
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	4.1.9 Committees on-line – develop projects to capture data on web hits, redesign of committee web pages and implement RSS feeds	Vicki Buchbach	Oct 2010 (2)	3
	4.1.10 Review information provided to the public by the Committee Office COMBINED WITH 4.1.8	Jonathan Elliott	Aug 2010 (1)	3
4.2 Transparency of employment decisions	4.2.1 Implement measures to ensure reasons for decisions are clearly documented and conveyed in particular, decisions relating to employment and career development opportunities (BBLA)	Management [Mark Swinson, Elaine Schofield]	—	4
	4.2.2 Develop guidelines / framework for mandatory feedback to unsuccessful candidates following any internal selection process (BBLA)	Management [Elaine Schofield]	—	4
4.3 Staff feedback	4.3.1 Follow up issues from staff surveys	Management [Elaine Schofield Carly Sheen, Jonathan Elliott]	—	4
	4.3.2 Develop other feedback mechanisms	Management [Mark Swinson, Elaine Schofield]	—	4
	4.3.3 Recognise good work publicly (BBLA)	Management [Mark Swinson]	—	4
	4.3.4 Continue Member and staff surveys	Management [Mark Swinson, Elaine Schofield]	Sep 2009 (1)	2
4.4 Twinning	4.4.1 Implement policy with Legislative Council	Management [Les Gönye]	—	4
STRATEGY AREA: KEY BUSINESS SYSTEMS		STRATEGY LEADERS: Key business systems – Ronda Miller / Catherine Watson		
5.1 Asset management	5.1.1 Settle equipment replacement program for electorate offices into the future	Catherine Watson	Sep 2010 (1)	2
5.2 Chamber systems	5.2.1 Review forms and processes	Stephanie Hesford	Aug 2010 (1)	1
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	5.2.2 Review security screens for the galleries and other security measures	Management [Ronda Miller]	—	1
	5.2.3 Implement system to capture time spent on categories of business and improve information flow	Vicki Buchbach	Jun 2011 (4)	1
5.3 Enquiry management	5.3.1 Develop system to log progress with individual enquiries across the Department	Management [Ronda Miller]	—	4
	5.3.2 Review the Diary Booking System and related policies	Management [Ronda Miller]	—	4
5.4 OHS	5.4.1 Liaise with DPS in service delivery in regard to: <ul style="list-style-type: none"> ▪ OHS policy and management system ▪ Hazard identification, assessment and control systems ▪ Risk assessment process ▪ Consultation arrangements with staff ▪ Audit and compliance program ▪ Staff training and awareness of OHS 	Helen Minnican	2011 (3)	4
5.5 Document and records management	5.5.1 Complete Legislative Assembly Handbook	Management [Mark Swinson]	Mar 2009 (3)	1
	5.5.2 Complete Questions and Answers project to include auto index and full on-line system	Management [Ronda Miller]	Aug 2010 (1)	1
	5.5.3 Develop notices of motions database	Management [Helen Minnican]	Aug 2010 (1)	1
	5.5.4 Review hard copy collection policy and papers processing business system	Management [Ronda Miller]	—	1
	5.5.5 Develop online access to annual reports and print on demand	Management [Ronda Miller]	—	1
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5.5.6 Develop electronic petition notification system	Management [Ronda Miller]	—	1
5.5.7 Rationalise material on the Department's I:\ drives	Management [Ronda Miller, Ann O'Hea]	—	1
5.5.8 Investigate combining the Votes and Hansard into one document	Vicki Buchbach	May 2011 (4)	1
5.5.9 Review Parliamentary Record for better access and updating	Catherine Watson	Sep 2010 (1)	1
5.5.10 Review Sessional summary information and production	Management [Ronda Miller]	—	1
5.5.11 Investigate introduction of Privacy and Personal Information Act provisions	Catherine Watson Jason Arditi	Mar 2011 (3)	4
5.5.12 Develop and implement committee records management policy	Russell Keith	Oct 2010 (2)	4
5.5.13 Review committee report templates and cover design	Vicki Buchbach	Dec 2010 (2)	1
5.5.14 Revise Press Gallery policy and agreements	Management [Ronda Miller]	—	3

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STRATEGY AREA: PROCEDURAL RESEARCH AND TRAINING		STRATEGY LEADERS: STEPHANIE HESFORD, HELEN MINNICAN, CAROLYN LITTLEFAIR		
6.1 Oral history	6.1.1 Conclude oral history project	Catherine Watson, Samantha Sharpe Mark Swinson	Feb 2011 (3)	1
6.2 PPP book	6.2.1 Complete Practice, Procedure and Privilege update on line project (dependent on other projects) and produce second edition update	Mark Swinson	Dec 2010 (2)	1
6.3 Procedure library	6.3.1 Review procedure precedents library resources and scan in relevant material	Stephanie Hesford	Dec 2010 (2)	1
6.4 Procedure research	6.4.1 Supplement procedure research resources from procedure precedents indexes/cards	Stephanie Hesford	Mar 2011 (3)	1
	6.4.2 Complete procedural compendium project (one database entry point)	Management [Stephanie Hesford]	—	1
6.5 Procedure training	6.5.1 Conduct a needs analysis to develop mechanisms to facilitate the introduction of officers to parliamentary practice and procedure	Carolyn Littlefair / Helen Minnican	Jun 2011 (4)	4

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