

Department of Parliamentary Services
People & Engagement Branch

PARLIAMENTARY STAFF INDUCTION HANDBOOK



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1. WORKING IN PARLIAMENT HOUSE

The Parliament of New South Wales is Australia's first and oldest Parliament, and the precinct includes the oldest surviving building in the Sydney CBD. Its buildings, chambers and rooms reflect the evolving nature of the site of Parliament House from its early days as part of the Rum Hospital, through to its current status as the contemporary workplace. It is unique and one of the most significant and treasured buildings in the Sydney CBD.

1.1 ACCESS FRIENDLY FACILITIES

Staff and visitors with disabilities can access Parliament House from the Macquarie Street entry via the ramp on the left hand side of the forecourt area (under the Legislative Assembly Chamber). The ramp leads to the lift that takes visitors to the Fountain Court. Please contact the Legislative Assembly front desk on extension 2219 and the Legislative Council front desk on extension 2319 for access to the Chambers. Staff also have access to Levels 8 and 9.

A wheelchair is also available from the First Aid Room. Please contact the Work Health and Safety Officer on extension 2547 for further information on use of this equipment.

1.1.1 Accessible toilets

Accessible toilets are located on Level 7 near the Fountain Court, on all levels between 6 and 12 of the tower building, and in the office block wing across the Rooftop Garden on Level 9. A Changing Places facility is also located on Level 6, next to the Theatrette.

1.1.2 Mobility Parking Scheme permit-holders

A limited number of spaces are available for Mobility Parking Scheme permit-holders. Booking requests must be initiated by Members or House departments to the Facilities Branch for approval. Please allow 1 full business day prior to the day of entry. Please note that parking is limited, particularly on sitting days.

Please email DPS.Security@pxparliament.nsw.gov.au or call extension 2178 for all car parking bookings or enquiries.

1.1.3 Hearing impairment

An Audio Frequency Induction Loop System (AFILS) is available in both Chambers, the Jubilee Room, Theatrette and the Macquarie Room, Strangers function space, McKell Room and Preston Stanley Room. AFILS is compatible with telecoil hearing aid technology by activating the 'T' setting on the hearing aid.

1.2 DINING FACILITIES

The NSW Parliament has a [Drug and Alcohol Management Policy](#) which provides a framework for the responsible service of alcohol in the parliamentary precinct. Responsible serving of alcohol is vital for legal, health and community reasons.

1.2.1 Café Quorum

[Café Quorum](#), located on Level 6, offers a wide variety of breakfast choices, mid-morning and afternoon snacks, and a lunch menu for Members, staff and their visitors. Opening hours:

Non - sitting days: 8.00 am to 4.00 pm

Sitting days: 7.30 am to 30 minutes (after the adjournment of the last House)

1.2.2 Parliamentary Staff Bar

The [Parliamentary Staff Bar](#), located on Level 7, provides beverages for consumption within the bar area, as well as bottle shop services for Members and staff. Members and staff accompanying guests must purchase drinks for their guest(s). Opening hours:

Friday: 4.00 pm to 7.30 pm

Sitting days: 4.00 pm to 9.00 pm Tuesday to Wednesday
4.00 pm to 8.00 pm Thursday

1.2.3 Public Café

The [Public Café](#), located on Level 7, serves an assortment of exclusive house-made treats and meals. It's a great place for visitors to the Parliament to enjoy a break, and for Members and staff to catch up with visitors and colleagues in a relaxed, informal space. The café also has a display case of parliamentary souvenirs which visitors can purchase as a memento of their visit.

The Public Café is open to the public from 9.30 am to 4.00 pm, Monday to Friday.

1.2.4 Strangers' Dining Room

The [Strangers' Dining Room](#) is located to the rear of the Fountain Court on Level 7 and is the main restaurant of the NSW Parliament, serving Members, staff and guests visiting the Parliament for lunch and/or dinner.

Both Members and staff are permitted to bring guests holding a visitor pass into the Strangers' Dining Room. On sitting days, priority is given to Members and their guests. The host must be present at all times and is responsible for their guests and ensuring the bill is paid.

The number of guests is restricted in accordance with capacities of the dining room. However, seating requests that exceed 24 persons are regarded as group bookings and require prior approval. Opening hours:

Lunch: 12.00 pm to 2.00 pm Monday to Friday

Dinner: 6.00 pm to 8.15 pm Sitting days

For further information, reservations and bookings, please contact the Catering Office on extension 2248 or email DPS.Catering@parliament.nsw.gov.au

1.3 DIVISION BELLS, LIGHTS AND USE OF LIFTS

The Facilities Branch manage the audio-visual notification systems used to alert Members and other building occupants of divisions in the Chambers.

This includes broadcasting the division bells for each House. When the [division bells](#) sound (5 minutes for the Legislative Council and 4 minutes for the Legislative Assembly), yellow lights will flash in the passenger lift lobbies to indicate that lifts are for **Members' use only**. All other building occupants must wait until the division bells have ceased before using the lifts.

1.4 EMERGENCY AND EVACUATION PROCEDURES

All emergencies at Parliament House need to be reported to the Security Control Room on extension **2600**.

In the case of a fire at Parliament House, the fire alarm will be activated. In an emergency evacuation, stay calm and follow the instructions of the Emergency Wardens and the NSW Police Force Special Constables. When evacuating the building use emergency stairwells only, do not use the lifts. Please familiarise yourself with the emergency evacuation plan for your floor which is located in each lift lobby, goods lift lobby as well as other strategic locations.

In an emergency evacuation, the emergency system will automatically activate. Upon hearing the [ALERT](#) tone (an intermittent 'beep') remain alert but not alarmed, and prepare to leave the building – secure confidential materials and valuables, collect personal belongings, switch off computers, electrical appliances, equipment, etc. and follow instructions provided by the Chief Warden through the PA system.

Upon hearing the [EVACUATE](#) tone (a 'whooping' tone followed by an announcement to evacuate), or if instructed to do so by an emergency warden, leave the building by the nearest and safest exit route and make your way to the emergency meeting point behind Parliament House, in the Domain.

In some scenarios where there is a critical security threat within the building, you may be instructed to **LOCKDOWN** over the Emergency Warning Information System. All occupants must remain in their offices or enclosed area and undertake the [Code Black "Lockdown" procedure](#) where possible:

- Close and secure doors to the room or enclosed area;
- Remain away from windows and close curtains;
- Silence phones, using text messaging as an alternative communication method; and
- Remain alert, quiet and out of sight.

All occupants must not exit until specifically directed by Emergency Services or authorised officials.

Standard colour coding for emergency and critical incidents:

Fire/Smoke	Code Red
Bomb Threat	Code Purple
Medical Emergency	Code Blue
Personal Threat	Code Black
Internal Emergency	Code Yellow
External Emergency	Code Brown
Evacuation	Code Orange
Special Needs Evacuation	Code Grey

More information on emergency procedures, including the Emergency/Critical Incident Policy and the Emergency/Critical Incident Response Procedures can be found on the [Parliament's Emergency Procedures & First Aid](#) intranet page.

1.5 FIRST AID FACILITIES

There are a number of staff at Parliament House who are qualified and trained First Aid Officers. For first aid assistance or a list of qualified first aid officers, please call the Work Health and Safety team on extension 2547 during business hours, Security on extension 2600 for after hours, or refer to the [First Aid Officers](#) list available on the intranet.

First aid kits are located on each passenger lift lobby on Levels 8 - 12 with additional defibrillator and oxygen equipment located at the Legislative Assembly front desk on Level 7 and outside Café Quorum on Level 6. The First Aid Room is located at the southern end of Level 9.

Please advise your manager (or a colleague in your manager's absence) and the Work Health & Safety Officer if you intend to use the First Aid Room.

1.6 IT SERVICE DESK

IT Service Desk staff provide a range of technical support services to Members and staff including installation and maintenance of approved hardware and software, advice and training on storage and retrieval, fault finding, coordination of repairs and maintenance of network services including email (Outlook), the intranet and internet.

For more information and quick access to support services, please refer to the [IT Services](#) intranet page. The IT Service Desk can also be contacted either by phone on extension 2339, by email DPS.ITservicedesk@parliament.nsw.gov.au, or by visiting the IT Services office on Level 6.

Opening hours:

Non - sitting days: 8.00 am to 5.00 pm Monday to Friday

Sitting days: 8.00 am until the last House rises

1.7 LIBRARY

The Parliamentary Library located on Level 6 is open from Monday to Friday, 9 am to 5 pm, and provides authoritative and impartial reference, media monitoring and research services to Members and staff of the Parliament. For more information and quick access to services, please refer to the [Parliamentary Library](#) intranet page.

The Library also maintains an extensive collection of print and online material relating to politics and government in NSW, including newspaper clippings, books, statistics and journals. Many items in the collection can be borrowed. Members and staff are required to register with the Library before borrowing materials.

Ask a Librarian:	DPS.Library@parliament.nsw.gov.au	(02) 9230 2383
Chamber Footage:	DPS.LibraryMedia@parliament.nsw.gov.au	(02) 9230 2448
Research Service:	DPS.ResearchService@parliament.nsw.gov.au	(02) 9230 2356

1.8 PARKING

A limited number of parking spaces are available at the Parliament House Car Park. To determine whether you have parking privileges, please refer to the [Car Park Policy](#) which can be found on the intranet. Please note that under the *Parking Space Act 2009*, Members and parliamentary staff must pay parking fees.

All parking requests must be made to the Facilities Branch at least one business day in advance. Bookings are subject to availability, with no casual parking on sitting days. All parking requests are to include the driver's name, vehicle make and model and the car's registration number. Payment of daily parking fees are to be made to the Facilities Branch in advance or on the day of parking.

The car park is staffed at the Traffic Box on Hospital Road by NSW Police Force Special Constables 24 hours a day, 7 days a week. Movement in and out of the car park is at the discretion of the NSW Police Force Special Constables. This is for the safety and security of everyone in the precincts. Car park users are required to follow the directions of Special Constables when using the car park.

Please email DPS.Security@parliament.nsw.gov.au or call extension 2178 for all parking requests or enquiries.

All parking requests associated with a function at Parliament House must be lodged directly with Parliamentary Catering by emailing DPS.Catering@parliament.nsw.gov.au or calling extension 3570. All parking reservations associated with functions are subject to the casual parking fee.

1.9 PARLIAMENT GIFT SHOP

The [Parliament Gift Shop](#) located within the Public Café is open Monday to Friday from 9.30 am to 4 pm and stocks a range of quality NSW Parliament branded merchandise, as well as interesting publications relating to politics and the work of the Parliament. Available items include gift vouchers for the Strangers' Restaurant, history books, coffee mugs, tea towels and parliamentary bottles of wine and gin. All items can be purchased online via the Gift Shop website.

For more information, please visit the [Gift Shop](#) or call extension 2124.

1.10 PARENTING ROOMS

An accredited parenting room (accredited by the Australian Breast Feeding Association) is located on the northern side of the Fountain Court on Level 7 and is available to Members, parliamentary staff and the public.

In addition, the Parent's Room on Level 8 is also available for use by Members and staff, providing a secure and quiet haven for parents, carers and children amidst the bustle of the working Parliament.

This space offers a range of facilities for working parents throughout the day, including:

- Two cot beds fitted with mattresses, sheets and blankets;
- Chairs, ottomans and a day bed;
- A baby change table, nappy disposal bin and side table;
- A kitchenette and microwave; and

- A workstation for the convenience of Members on busy sitting days.



1.11 PHOTOGRAPHY AT PARLIAMENT HOUSE

Taking photographs at Parliament House is allowed within Members' offices, gardens, exterior court yard, fountain court and Chambers when the Houses are not sitting. Please ensure that the privacy of Members and parliamentary staff is respected at all times.

Taking photos of the Parliament in session can only be undertaken upon approval of either the Serjeant-at-Arms (Legislative Assembly) or Usher of the Black Rod (Legislative Council). Photographs of security check points, car park and loading dock entrances and other sign posted security areas is not permitted.

1.12 POST OFFICE

The Parliament Post Office is located on Level 7 near the Fountain Court. It is a public post office and is open from 9.00 am to 5.00 pm. Mail collection is at 1.30 pm and 4.15 pm daily. It provides a range of services, including registered mail and express post, money orders, payment of bills, stamps, pre-paid products, digital passport photos, and processing of passport applications.

The Post Office also offers a number of other services such as the sale of gift items, post cards and stationery, same day dry cleaning, purchase of State Transit Bus Tickets, Bank@POST personal banking from participating institutions (deposits and withdrawals), and confectionary items and drinks.

1.13 RECREATION FACILITIES (GYM, POOL AND SQUASH COURT)

The recreation facilities are located on Level 2 near the passenger lift lobby and include a gym, squash court, pool, showers, steam room and sauna.

The facility is open for use by staff from Monday to Friday from 7.00 am - 7.00 pm with the following exceptions:

- On sitting days Members and Ministers will have exclusive use of the recreational facilities between 7.00 am and 12.00 pm, and between 6.00 pm and 8.00 pm; and
- Access for staff will not be permitted on public holidays, weekends or any period during which Parliament House is closed.

For further information, please refer to the [Staff Use of Recreation Facilities Policy](#) available on the intranet.

1.14 ROOFTOP GARDEN

Staff may use the Rooftop Garden which is accessible via the lift on Level 7, adjacent to the Legislative Assembly reception desk area and via the glass doors near the central lift area on Level 9. Smoking is permitted in the garden area, however not within 4 metres of the building entrances.

1.15 SECURITY

1.15.1 Entering Parliament House

Public entry to Parliament House is via the Macquarie Street Security Gatehouse.

Security pass holders may enter via main Macquarie Street entry or via Hospital Road, which is located at the rear of Parliament House. There is ramp and lift access from the Macquarie Street entrance.

Passenger lifts are located next to the Legislative Assembly reception on Level 7 and in the centre office tower. Service lifts are located at the northern end of the office tower.

1.15.2 Escorting visitors in Parliament House

Visitors to Parliament House must obtain a visitor pass from either the Legislative Assembly or Legislative Council front desks, or the Security Desk near the Fountain Court on Level 7.

Visitors must display their visitor pass and be escorted by a pass holder in non-public areas of the precinct at all times. This includes collecting them from the Level 7 Security Desk and for visitors with accessibility requirements, from Macquarie Street via the Level 6 lift near the Theatre.

It is important that all visitors be escorted back into the public area after your meeting and that visitors are not left in lifts or corridors with instructions to find their own way out.

1.15.3 Security arrangements at Parliament House

The NSW Police Force Special Constables provide security services at Parliament House which includes 24-hour staffing of the Security Control Room, access control systems and CCTV cameras located throughout the building. Special Constables are also situated in the Macquarie Street Security Gatehouse and at the Hospital Road entrance during work hours.

Access Control Systems and Closed Circuit Television (CCTV) are used throughout Parliament House. Please ensure that you wear your Parliament House security pass at all times. Visitors are allowed in the secure sections of the Parliamentary building under the condition that they wear the temporary visitors pass and are escorted at all times with a Parliament House security pass holder. For more information the [CCTV Policy](#) is available on the intranet.

Urgent security issues should be reported immediately to the Special Constables on extension 2600. For all non-urgent security incidents, please complete the [Security Incident Report](#) which can also be accessed from the Quick Links section of the Parliaments intranet home page.

1.15.4 Security contact details

Security Control Room 24/7: (02) 9230 2600, extension 2600, or dial 5
Security Manager: (02) 9230 2198
Email: DPS.Security@parliament.nsw.gov.au

1.15.5 Security passes

A photo ID security pass is provided to all Members, their staff and parliamentary staff. Non-parliamentary employees, such as ministerial staff or members of the Press Gallery, may request a pass by completing an application form and paying the applicable fee. Please note that the signature of an authorised person is required in order for applications to be processed.

Security passes must be worn and displayed at all times while in Parliament House. The Parliament has a number of access control points throughout the building and security passes must be displayed or swiped at these points to gain access.

To apply for a Parliamentary security pass, please allow one full business day upon submission of a completed and signed request form to receive your pass. Passes are issued between 9.00 am to 12.00 pm and 2.00 pm to 4.00 pm, Monday to Friday.

If you have left your pass at home, temporary day passes are available at the Level 7 Security Desk near the Fountain Court. Lost passes should be reported immediately to the Facilities Office so that your pass can be disabled.

For further information, please refer to the [NSW Parliament House Security Pass Policy](#) available on the intranet.

1.15.6 Security screening of all mail

All postal and courier items delivered to the Parliament House Loading Dock are x-ray screened by the NSW Police Force Special Constables. Delivery of items may be delayed if they appear unusual or suspicious. It is recommended that personal items be delivered to a residential address.

1.16 LOADING DOCK AND STATIONERY OFFICE

The Loading Dock and Stationery Office is located on Level 6 near Hospital Road. Operation times are:

Loading Dock	7.00 am to 2.00 pm	Sitting days
	7.00 am to 1.00 pm	Non-sitting days
Stationery Office	10.00 am to 2.00 pm	Sitting days
	10.00 am to 12.00 pm	Non-sitting days

Members and staff are encouraged to be mindful about delivery of personal items to Parliament, especially if a signature is required upon delivery, as they may not be delivered on the day or time expected if they arrive outside of the times the Loading Dock is staffed.

Department of Parliamentary Services (DPS) provide a limited range of bespoke Parliamentary stationary, pens, paper and envelopes to order via the Loading Dock. A list of stationary as well as a list of local Sydney suppliers within the 2km radius of Parliament House can be found on the [intranet](#).

To book a delivery or pick-up at the loading dock, please contact the Loading Dock by email loadingdock@parliament.nsw.gov.au or phone 9230 3004.

1.17 SMOKING AREAS

There are a limited number of locations within the precincts of Parliament House where smoking or cigarette (including electronic cigarettes) use is permitted. The [Smoke and Cigarette Free Parliament House Policy](#) on the intranet lists the designated smoking and cigarette use areas:

- Level 9 Rooftop Garden - not within 4 metres of building entrance;
- Hospital Road entrance - designated smoking and cigarette use area only;
- Level 7 balcony adjacent to the Strangers' Bar;
- Members' office balconies; and
- Speakers' Garden - not within 4 metres of entrance, NOTE access by invite only.

Aside from the above-listed areas, and additional non-public smoking or cigarette use areas provided in the main body of the policy, smoking or cigarette use at Parliament House is strictly prohibited.

2. CONDITIONS OF EMPLOYMENT

2.1 INDUSTRIAL ARRANGEMENTS

- [Crown Employees \(Parliament House Conditions of Employment\) Award 2015](#)
- [Parliamentary Reporting Staff \(Salaries\) Award](#)

2.2 LEAVE ENTITLEMENTS

The leave entitlements outlined below are for full-time employees. Part-time employees are entitled to leave on the same basis as full-time employees however, on a pro-rata basis. The following information is intended as an overview of leave entitlements, for further information please contact Human Services on extension 2569, or by email DPS.Human.Services@parliament.nsw.gov.au.

2.2.1 Recreation Leave

Recreation leave for full-time employees accrues on a daily basis based on 20 working days per annum. Employees working part time accrue recreation leave on a pro-rata basis, which will be determined by the average weekly hours worked per leave year. An employee who is designated as Sessional Staff accrues an additional 10 days recreation leave per year.

Temporary employees employed for a period of less than 3 months do not accrue recreation leave but are paid 1/12th of salary earned (excluding overtime) in lieu of recreation leave on cessation of employment.

At least 2 consecutive weeks of recreation leave shall be taken every 12 months for recreation purposes, except by agreement with the Department Head in special circumstances.

2.2.2 Leave Loading

An employee is entitled to an annual leave loading of 17.5% on the monetary value of the 4 weeks recreation leave accrued in a leave year. A leave year commences on 1 December each year and ends on 30 November of the following year.

Annual leave loading is not paid in the first leave year of employment. It is be paid on the first occasion in the second leave year of employment when at least 2 consecutive weeks leave is taken which includes at least 1 day recreation leave.

2.2.3 Sick Leave

All full-time employees employed on a permanent or long-term temporary basis for more than 3 months are entitled to 15 days sick leave per annum. On commencement, staff receive an initial grant of 5 days followed by an accrual on a daily basis after 4 months.

An employee absent from duty for more than 2 consecutive working days because of an illness must provide a medical certificate to their manager in respect of the absence. Medical certificates must specify the general nature of the illness and the estimated duration of incapacity. Sick leave may be

used for planned absences such as procedures and appointments, where a medical certificate is provided indicating a procedure was performed and the employee is unable to work.

An employee may absent themselves for a total of 5 working days in a calendar year due to illness without the provision of evidence of illness to their manager. Employees who absent themselves in excess of 5 working days in a calendar year may be required to provide evidence of illness to their manager for each occasion absent for the balance of the calendar year.

2.2.4 Using Sick Leave to Care for a Family Member

In cases of illness of a family member for whose care and support the employee is responsible, paid sick leave may be granted when family and community services leave has been exhausted or is unavailable.

The sick leave shall initially be taken from the sick leave accrued over the previous 3 years. In special circumstances, the Department Head may grant additional sick leave from the sick leave accrued during the employee's period of eligible service.

The same rule as sick leave applies for the provision of a medical certificate when caring for a family member.

2.2.5 Domestic and Family Violence Leave

From 1 January 2019, staff of the Parliament will have access to 10 days paid domestic and family violence leave per calendar year. This leave is to be non-cumulative and can be taken in part-days, single days, or consecutive days.

This leave entitlement can be accessed without the need to exhaust other existing leave entitlements first.

Both ongoing and temporary employees are entitled to the leave. Temporary and part-time employees will be entitled to the leave on a pro-rata basis.

The domestic and family violence leave entitlement will not extend to casual employees.

2.2.6 Extended Leave

Extended leave accrues at the rate of 4.4 working days per annum during the first 10 years of service and 11 working days per annum after 10 years of completed service. An employee is able to access their extended leave after 7 years of service.

Extended leave taken on full pay, half pay and double pay (single time rate) counts as service for all purposes. For more information, including the impact of half pay on other leave entitlements, please contact Human Services on extension 2570.

2.2.7 Family and Community Services Leave

Family and community services leave accrues as follows:

- a) 2.5 days in the first year of service
- b) 2.5 days in the second year of service
- c) 1 day per year thereafter

The Department Head may grant an employee some, or all, of their accrued family and community service leave on full pay, for reasons relating to unplanned and emergency family responsibilities, or other emergencies. Such unplanned and emergency situations may include compassionate grounds such as death or illness of a close family member, emergency accommodation matters, emergency or weather conditions, and attendance at court.

2.2.8 Leave Without Pay (LWOP)

The Department Head may grant leave without pay to an employee if good and sufficient reason is shown. It may be granted on a full-time or a part-time basis.

An employee who has been granted leave without pay, may not engage in private employment of any kind during the period of leave without pay, unless prior approval has been obtained from the relevant Department Head.

Leave without pay in excess of 5 days in a calendar year shall not count as service for leave accrual and incremental purposes.

2.2.9 Parental Leave

Parental leave includes maternity, adoption, altruistic surrogacy and “other parent” leave. Provided staff have completed not less than 40 weeks of continuous service, an employee taking maternity, adoption or altruistic leave is entitled to payment at the ordinary rate of pay for a period of up to 14 weeks, and an employee entitled to short other parent leave is entitled to payment at the ordinary rate of pay for a period of up to 1 week.

- **Maternity Leave**

An employee who is pregnant may be granted maternity leave:

- a) For a period up to 9 weeks prior to the expected date of birth, and
- b) For a further period of up to 12 months after the actual date of birth.

- **Adoption Leave**

Adoption leave applies to an employee adopting a child and who will be the primary care giver. It is granted for up to 12 months if the child is below school age at the time they enter the adoptive parent's custody, or for up to 12 months at the determination of the Department Head if the child has already commenced school.

Employees are also entitled to ‘special’ adoption leave (without pay) for up to 2 days to attend interviews or examinations for the purposes of adoption.

- **Altruistic Surrogacy Leave**

Entitlement to parental leave (see 2.2.9) following the birth of a child by a surrogate mother.

- **“Other Parent” Leave**

Where maternity or adoption leave does not apply, short or extended “other parent” leave is available to female and male employees who apply for leave to look after their child or children.

‘Short other parent leave’ may be taken for up to 8 weeks from the time of birth or adoption. Employees taking such leave are entitled to their ordinary rate of pay for one week.

‘Extended other parent leave’ may be taken for up to 12 months, less any short other parental leave already taken. It may commence any time up to 2 years from the time of birth or the time the child enters the adoptive parent's custody. Extended other parent leave is unpaid.

For more information, please refer to the [New Parent Information Pack](#) available on the intranet.

2.2.10 Study Leave and Assistance

The Parliament supports employees who wish to undertake studies relevant to their work or to the work of the Parliament. Subject to meeting the criteria specified in the relevant industrial arrangement (Award or Determination), the Study Leave and Assistance Policy, and departmental convenience, the Parliament may grant study leave to both temporary and permanent employees, who are part-time students. Only permanent employees are eligible for study assistance.

For more information, please refer to the [Study Leave and Assistance Policy](#) available on the intranet.

2.3 RECOGNITION OF PRIOR SERVICE

Employees who have worked in a public sector organisation prior to commencing employment with the NSW Parliament may be eligible for recognition of service for extended leave accrual purposes.

For more information, or to request recognition of prior service, please contact Human Services on extension 2569 or by email DPS.Human.Services@parliament.nsw.gov.au with relevant information in support of your claim.

2.4 WORK HEALTH AND SAFETY (WHS)

The Parliament is committed to ensuring a safe and healthy working environment for all staff, contractors and visitors within Parliament House and the external offices in accordance with its legislative obligations. Parliament is also committed to injury management aimed at the early and safe return to work of injured staff.

A comprehensive range of strategies and programs is available to staff to support their health, safety and wellbeing and the return to work of ill or injured staff, including ensuring training and

instruction is provided to staff appropriate with their roles and responsibilities to enable them to comply with the [Work Health and Safety \(WHS\) Policy](#).

If you identify a hazard within Parliament House that you are unable to resolve, please contact a member of the [WHS Committee](#) to discuss the issue further, or contact the Facilities Branch directly to report the problem. All injuries, incidents and hazards that impact on the health, safety and wellbeing, regardless of the severity should be reported on Parliament's [WHS Reporting System](#).

The Parliament's [Work Health and Safety](#) intranet page is continually being populated to reference all WHS and Injury-related information, including policies and wellness information. For more information, please visit this page.

2.5 TRAINING PROGRAMS & E-LEARNING

In addition to our wide range of face-to-face training programs including Staff Inductions, Workplace Behaviour information sessions and Leadership programs, staff have access to a suite of online learning modules including ATSI Awareness, Work Health & Safety, Fraud & Corruption, Workplace Behaviour, Emotional Intelligence, and Microsoft Office Toolkit.

Modules are accessed through Parliament's [Online E-Learning Portal](#) which can be found on the Employment page of the intranet. Access to the portal does not require a password - just click the link to go straight in, scroll through and start your modules.

If you have any questions or trouble accessing the modules, please send an email to DPS.Training@parliament.nsw.gov.au.

2.6 SAP PORTAL

The [SAP Portal](#), accessed via the [Parliament's intranet home page](#), is an Employee Self Service system that allows you to:

- View or change your personal details – home address, telephone number, next of kin, emergency contacts;
- View your personal bank account details;
- Submit, edit and cancel leave requests;
- View your leave balances; and
- View your payslips and payment summaries (Group Certificate).

2.7 SUPERANNUATION

The current employer superannuation guarantee contribution is 9.5% of gross earnings and is paid into your choice of compliant superannuation fund. If you do not have a compliant superannuation fund, payment will be made into [Aware Super](#).

For more information, please contact the Payroll Supervisor on extension 2569.

2.8 SALARY PACKAGING

Employees are entitled to salary sacrifice a portion of their salary for tax saving benefits such as a novated lease on a motor vehicle and superannuation contributions (salary sacrifice).

Salary packaging for the Parliament of NSW is administered by Maxxia and SmartSalary. For more information, please visit the [Salary Packaging](#) page on the intranet, or contact the Payroll Supervisor on extension 2569.

2.9 FLEXIBLE WORK PRACTICES

Flexible work practices are employment arrangements that aim to achieve the best possible match between the interests of the Parliament and individual employees. Subject to departmental convenience and approval from the Department Head, the following work practices may be available to you:

- Full-time or part-time leave without pay
- Part-time work
- Job sharing
- Career breaks
- Working from home
- Short-term absences for family and community service responsibilities.

For more information, please visit the [Flexible Work Practices](#) page on the intranet.

2.10 PARLIAMENT HOUSE FLEXIBLE WORKING HOURS AGREEMENT

Parliament's Flexible Working Hours Agreement applies to most Parliamentary staff with the exception of casuals, Electorate Officers, Secretary/ Research Assistants and Hansard Reporters.

Bandwidth

- The ordinary hours for full-time employees are 35 hours per week, Monday to Friday
- The standard bandwidth is 7.00 am to 7.00 pm, during which normal work can be undertaken
- If an employee is directed to undertake work between 7.00 am and 7.30 am or 6.00 pm and 7.00 pm, or is directed to work at other times outside the bandwidth including Saturday and Sunday, overtime rates will be payable in accordance with the Award
- An employee may elect to vary starting and finishing times within the bandwidth by agreement with their manager or supervisor and subject to departmental convenience.

Core-time

- Standard core-time is 10.00 am to 4.00 pm. All staff must be on duty during this period, with the exception of a lunch break.

Lunch and Meal Breaks

- An employee is to take a meal break of at least 30 minutes in a period of 5 hours continuous work or on the completion of 5 hours duty
- A lunch break may be taken between 12.00 pm and 2.30 pm (Catering staff have different break times)
- Any lunch break in excess of 1 hour must be by agreement with a manager or supervisor. The maximum lunch break that can be taken with prior agreement is 2.5 hours.

Flex Time

- Flex time is an accrual of the time accumulated after working 7 hours on any one day. The settlement period is 12 weeks and a full-time employee is entitled to take 6 flex time days in any settlement period
- In some circumstances workload demand may require officers to work long hours and accrue extra flex time. The banking of flex time is a means of compensating employees who work extra hours.

For more information, please visit the [Flex Time Agreement](#) page on the intranet.

2.11 OUTSIDE (OR SECONDARY) EMPLOYMENT

Employees are required to submit a form using the [Application for Outside Employment](#) and obtain prior written approval from their Department Head before engaging in any paid outside employment. Unpaid outside employment or volunteer work does not require approval however employees should ensure that there is no conflict of interest with their official duties.

For more information, please refer to the [Code of Conduct for Parliamentary Staff](#) available on the intranet.

2.12 JURY SERVICE

As of 1 February 2014, the *Jury Act 1977* was amended so that staff (members' staff and parliamentary staff) are no longer ineligible to serve as jurors, and exemptions cannot be sought on that basis.

If a Jury Notice is received, you will be required to attend as instructed and will be paid your salary while serving. If you are then selected for Jury Duty, you will be entitled to special leave. You will be required to supply to Human Services an attendance notice and confirmation that you received no payment other than incidentals such as travel expenses that may be paid by the relevant court.

Members of the Legislative Council and Members of the Legislative Assembly are excluded from jury service by Schedule 1 of the *Jury Act 1977*. Spouses or de facto partners of Members of Parliament continue to be eligible to serve as jurors, and exemptions cannot be sought on that basis.

2.13 EMPLOYEE ASSISTANCE PROGRAM – AccessEAP

The Employee Assistance Program (EAP) is the Parliament’s free confidential counselling service, available to Members, members’ staff, parliamentary staff and their immediate family members.

This service is provided by an independent organisation, AccessEAP. All counsellors are qualified and experienced professionals who have extensive training and experience in counselling, coaching and workplace relations, and can assist when personal, family or work-related concerns are impacting on your health and quality of life.

AccessMyEAP App

With the [AccessMyEAP App](#) you can:

- Make a booking to speak with one of AccessEAP’s counsellors; face to face, by phone, video chat or AccessChat,
- Read tips, strategies, and new ways to support your mental health and wellbeing journey,
- Choose your own wellbeing tools and resources based on your preferences, goals and interests,
- Take your Check-in regularly and monitor your wellbeing journey with the Wellbeing Tracker,

AccessChat

- [AccessChat](#) is an instant messaging counselling service, which allows you to access counselling services from your phone or desktop no matter where you are. This mode of counselling can help to overcome barriers to accessing support and is ideal for people who prefer to express themselves via text.

For more information, please visit the [Employee Assistance Program](#) page on the intranet or call AccessEAP for a confidential chat on 1800 818 728.



2.14 PARLIAMENTARY SERVICE AWARDS

Parliamentary Service Awards are awarded on the basis of number of years of service to the Parliament. The first award will be made after 10 years of service and subsequent awards will be made at 5-year intervals.

Permanent full-time and part-time, temporary and casual employees are eligible for Service Awards. Employees with broken periods of service with the NSW Parliament are eligible for Service Awards

when the accumulated service equals 10 years or more. Staff with broken service will need to apply to Human Services to have it recognised.

For more information, please visit the [Parliamentary Service Awards](#) page on the intranet.

2.15 PARLIAMENT HOUSE CHRISTMAS CLOSURE PERIOD

Parliament House closes for business for approximately 2 weeks over the Christmas and New Year period, under a long standing arrangement. Accordingly, employees are required to take leave (e.g. recreation, extended or leave without pay) during the closure. Staff working under the Flexible Working Hours Agreement may also take flex or banked flex during this period.

3. WORKPLACE CONDUCT

An employee's conduct in the workplace is governed primarily by the applicable code of conduct and workplace policies.

3.1 CODE OF CONDUCT FOR PARLIAMENTARY STAFF

The [Code of Conduct for Parliamentary Staff](#) is designed to clearly communicate the behaviour expected of parliamentary employees. It aims to assist employees to meet high standards of integrity and ethical behaviour and provides a basis for making day-to-day decisions. All employees are required to read the code and agree to abide by its requirements. A declaration to this effect is attached to the code and must be completed and returned to Human Services.

3.2 WORKPLACE POLICIES

Workplace policies provide guiding principles and practices on a range of subjects that have legislative requirements or may simply reflect the values of Parliament and your Department.

The workplace policies briefly described below are a sample of some of the policy areas covered. All policies are available on the Parliament's Intranet. Parliamentary employees should become familiar with the requirements or individual responsibilities they impose.

3.2.1 Anti-Bullying Policy

All employees of Parliament have the right to be treated fairly, with dignity and respect. Bullying is a repeated, unreasonable behaviour directed to an employee or group of employees that creates a risk to health and safety. Any grievance or complaint lodged in relation to bullying will be dealt with fairly, confidentially and managed in a timely and effective manner.

The [Anti-Bullying Policy](#) prohibits bullying behaviour in the workplace and outlines the process for dealing with such incidences and resolving complaints.

3.2.2 Drug and Alcohol Management Policy

The Parliament of New South Wales prohibits the use of alcohol or other drugs in the workplace in a manner that adversely affects employee safety, work performance or conduct. In addition,

employees are not permitted to work whilst still affected by prior use of any substance to an extent that their ability to work safely and competently is impaired. This also applies to the use of medically prescribed or other legal drugs that can impact on an employee's ability to work safely.

The purpose of the [Drug and Alcohol Management Policy](#) is to inform managers and employees of their responsibilities in relation to the consumption and effects of drugs and alcohol in the workplace. The policy also provides managers with guidance on how to deal with incidences of alcohol and drug misuse and abuse that present a risk to health and safety in the workplace. In addition, information is provided on support available to employees experiencing problems with alcohol and other drug use.

3.2.3 Equal Employment Opportunity Policy (EEO)

The Parliament of New South Wales is an equal employment opportunity employer, meaning that all employees are valued and treated equally and fairly regardless of gender, marital status, pregnancy, race, age, disability, homosexuality, trans-gender, carer responsibilities, or any other factor not applicable to their position.

The [Equal Employment Opportunity Policy](#) applies to all employees of the Parliament and applies to all aspects of employment, access to information, working conditions, workplace behaviour, supervision and management.

3.2.4 Fraud and Corruption Control Framework

The purpose of the [Fraud and Corruption Control Framework](#) is to outline the NSW Parliament's management of fraud and corruption. It includes a framework to effectively implement a comprehensive fraud and corruption strategy across all parliamentary departments. It augments the Parliament's existing governance framework which includes risk management, audit and compliance and control assurance activities.

These strategies and systems, together with clearly communicated standards of ethical behaviour expected of all staff, constitute an integrated control framework for the 3 parliamentary departments: Department of the Legislative Assembly (LA), Department of the Legislative Council (LC), and the Department of Parliamentary Services (DPS).

For more information, please visit the [Fraud and Corruption Prevention](#) page on the intranet.

3.2.5 Gifts and Benefits Policy

The [Gifts and Benefits Policy](#) provides guidance to parliamentary employees regarding offers of gifts or benefits made to them as employees, the receipt of gifts, benefits or prizes as an employee of the Parliament of NSW, and the provision of official gifts on behalf of the Parliament of NSW.

3.2.6 Governance

Good corporate governance is crucial for all organisations and promotes the achievement of objectives, greater efficiency, risk mitigation, and the safeguarding of assets and reputations. The Parliament's corporate governance framework includes governance committees, policies and procedures, and specific governance functions such as risk management, internal audit and fraud corruption.

For more information, please visit the [Governance](#) page on the intranet which includes useful links to Parliament's framework, policies, templates, and fact sheets.

3.2.7 Grievance Policy

The Parliament's [Grievance Policy](#) explains to all employees of Parliament what they can do if a work related problem arises and to provide a process for the effective management and resolution of concerns, disagreements or complaints. While disputes can generally be resolved in the workplace by discussing the issue with a supervisor or manager, should the issue not be resolved locally, or where informal resolution may not be appropriate, staff can refer to the Grievance Policy for guidance.

3.2.8 Harassment Free Workplace Policy

The Parliament will not tolerate any type of harassment in the workplace and recognises that staff cannot do their job or be fully productive if they feel that anyone they have to work with (including customers, clients or visitors to the workplace) are harassing them in a sexual way, or because of gender, race, marital status, pregnancy, age, disability, sexuality, carer responsibilities, trans-gender or physical appearance. The [Harassment Free Workplace Policy](#) prohibits harassment in the workplace and provides a process for dealing with complaints.

3.2.9 IT Access and Use Policy

Access to the Parliament's IT resources, including the parliamentary network, computers, internet access, email and other systems is provided on the basis of the restrictions and responsibilities set out in the [IT Access and Use Policy](#).

The Parliament may monitor the use of these resources through user identification means such as those linked to personal network passwords. The sharing of passwords and network accounts is strictly prohibited.

While these resources are of great benefit to all users and the organisation as a whole, all users must use them responsibly and respectfully. This includes a requirement that the predominant use of these resources is for work-related activity, and that any personal use will be limited and never take priority over work matters.

3.2.10 Media Enquiries Policy

The [Media Enquiries Policy](#) is designed to provide parliamentary employees, other than Electorate Officers employed by the Legislative Assembly and Secretary/Research Assistants employed by the Legislative Council, with advice on procedures for managing media enquiries relating to all parliamentary business and activity.

This policy exists to ensure that all interactions with the media are appropriate, professional, accurate, timely and authoritative - it seeks to ensure that Parliament's dealings with the media are coordinated and professional and that media releases and statements issued by the Parliament are appropriate and accurate.

- **Public Comment**

Public comment includes public speaking engagements, comments to journalists, statements on radio and television or letters to newspapers, as well as expressing views in books, journals, the Internet and notices where it is expected that the comments will be published to the wider community.

Only the Presiding Officers and/or the Department Heads will make statements in an official capacity for the Parliament. You must not make public comment on issues relating to the Parliament unless you have been authorised to do so by the relevant Clerk or the Executive Manager. These may be cases where parliamentary staff in particular areas are permitted to provide information to the media, such as parliamentary committees issuing notices of hearings.

3.2.11 NSW Parliament House CCTV and Security Access Control Systems Policy

Maintaining the safety and security of Members, staff and visitors to the Parliament is an ongoing priority, and we encourage everyone to be aware of the security procedures and systems in place around the precinct.

The [NSW Parliament House Closed Circuit Television and Security Access Control Systems Policy](#) is available for Members and staff and provides detailed information on the scope and use of these important security systems including where they are in operation, who can access them, and how the information gathered is used to help safeguard the precinct.

3.2.12 Public Interest Disclosures Policy

Employees of Parliament have a duty to report any suspected corrupt conduct, maladministration, serious and substantial waste of public funds, government information contravention, local government pecuniary interest contravention and other wrongdoing in accordance with your Department's [Public Interest Disclosures Policy](#).

The policy provides for disclosures to be made in accordance with the *Public Interest Disclosures Act 1994*. The policy prescribes the mandatory requirements for handling and investigation of public interest disclosures concerning alleged misconduct of a serious nature.

NOTE: Due to varying administrative and procedural requirements, the 3 parliamentary departments each have separate policies.

3.2.13 Smoke and Cigarette Free Parliament House Policy

Parliament House is predominately a smoke-free building. There are however, a limited number of locations within the precincts of Parliament House where smoking or cigarette (including electronic cigarettes) use is permitted:

- Level 9 Rooftop Garden - not within 4 metres of building entrance;
- Hospital Road entrance - designated smoking and cigarette use area only;
- Level 7 balcony adjacent to the Strangers' Bar;

- Members' office balconies; and
- Speakers' Garden - not within 4 metres of entrance, NOTE access by invite only.

With the exception of the above locations, there is a complete ban on smoking in all other areas of the parliamentary precinct, including the verandah on Level 7 (fronting Macquarie Street) and the Fountain Court.

For more information, please refer to the [Smoke and Cigarette Free Parliament House Policy](#) available on the intranet.

3.2.14 Social Media Policy

When material is distributed by social media, it is deemed to have been published, and may be considered a public comment. Employees are personally responsible for the content they publish privately on any social media platform, for example Facebook, Instagram, MySpace, Flickr, YouTube, Twitter, Yahoo!, Google, etc.

The obligations of parliamentary employees are the same for participation on social media as they are for meeting the other behaviours and values outlined in the [Code of Conduct for Parliamentary Staff](#) and the [IT Access and Use Policy](#).

When using social media at any time, staff must uphold the ethical values outlined in the Code of Conduct by:

- Ensuring their comments on social media do not compromise the reputation of the Parliament of NSW;
- Not making references to Parliament, Members and members' staff, or political issues that could impugn the reputation of Parliament or call into question their own impartiality;
- Maintaining impartiality and political neutrality in their treatment of Members of Parliament;
- Maintaining complete confidentiality about the business of Parliament;
- Not using their parliamentary email address or any parliamentary logos or insignia when using social media; and
- Ensuring that their use of parliamentary resources such as computers and internet accounts is applied to their parliamentary duties.

For more information, please refer to the [Social Media Policy](#) available on the intranet.

3.2.15 Support for Staff Experiencing Domestic Violence

The [Support for Staff Experiencing Domestic Violence](#) statement outlines the support available for staff in the Parliament of NSW who may be experiencing domestic violence.

The Parliament adopts the initiatives outlined in the [NSW Treasury Circular 14/16 Support for Employees Experiencing Domestic Violence](#). This circular provides information on the support available to staff, including assistance with remaining an active participant in the workplace, access to certain types of leave and increased flexible working arrangements.

Immediate advice may also be gained by calling the Community Services Domestic Violence Line on 1800 656 463 and/or MensLine Australia on 1300 789 978.

4. PARLIAMENTARY DEPARTMENTS

The Parliament of New South Wales consists of two Houses, the Legislative Council and the Legislative Assembly, the Members of which, are directly elected by and accountable to the people of New South Wales.

The Houses and their Members and members' staff are supported by three departments: the Departments of the Legislative Assembly and of the Legislative Council, which provide procedural, analytical and administrative support to the respective Houses and their committees; and the Department of Parliamentary Services, which has stewardship of Parliament House and provides a broad range of corporate support services to Members directly and to the House departments.

The 3 departments have distinct roles (the House departments serve separate and sovereign Houses, with different memberships) and core business to perform. However, they have a common interest in ensuring all Members and both Houses are effectively supported and the institution of Parliament is advanced.

5. DEPARTMENT OF PARLIAMENTARY SERVICES (DPS)

*The following information, including Branch responsibilities and organisational structure, is based on the existing permanent structure for DPS. Please refer to the [intranet](#) for the interim DPS organisation chart. The Induction Handbook will be updated once the new structure has been formalised.

The [Department of Parliamentary Services](#) is responsible for providing professional and support services to the Parliament of New South Wales.

The work of the department is carried out via the following 5 Branches including the **Office of the Chief Executive**, which oversees business planning for the department and provides professional services in project management, governance, risk and communications:

- Facilities Branch
- Information Services Branch
- Financial Services Branch
- People & Engagement Branch
- Parliamentary Catering

The Presiding Officers, the Speaker and the President are all jointly responsible for the Department of Parliamentary Services (DPS). The head of DPS is the Chief Executive, DPS.

The Chief Executive is also responsible to the President and Speaker for the efficient and effective administration of the Department, and works collaboratively with the Clerk of the Legislative Assembly and the Clerk of the Parliaments in relation to the administration of matters concerning the New South Wales Parliament as a whole.

5.1 ORGANISATIONAL STRUCTURE

5.1.1 Facilities Branch

The [Facilities Branch](#) is responsible for the maintenance of the entire building as well as the enhancements and capital works of the physical environment of the precincts. The branch manages building repairs, maintenance and security services at Parliament and is responsible for the air-conditioning, lighting, elevators, waste disposal, security access, and the car park.

Key service areas of the Facilities Branch include:

- **Building infrastructure services** - cleaning, telephone switchboard, procurement, loading dock and car park management;
- **Security** - access control, CCTV, emergency evacuation policies and procedures, and contract management of services provided by NSW Police Force Security Management Unit;
- **Capital works** - planning, management and implementation throughout the parliamentary precincts;
- **Assets, administration, policy and communications** - maintenance of the Parliament House art collection, antiques and artefacts, issuing security passes and facilitating car park access, and providing advice to stakeholders and customers; and
- **EO Services** - supporting the Members electorate work and community engagement through the provision of 98 Electorate Offices. The Department has responsibility for the leasing, fit out and maintenance of these offices, as well as rolling out new equipment and managing upgrades.

The Facilities Office is located on Level 6, next to Café Quorum. Office hours are 8.00 am to 5.00 pm, Monday to Friday.

For general inquiries, please call extension 2178, and to report building and maintenance issues, please call extension 3702.

For more information about the Facilities Branch, please refer to the [Guide to Parliament House and the Facilities Branch](#) which provides practical information to Members and staff about Parliament House and the services provided by the Facilities Branch.

5.1.2 Information Services Branch

The Information Services Branch encompasses IT Services, the Parliamentary Library, Parliamentary Research Service and Hansard. The Branch helps meet the technological, information, research and records needs of the Parliament, supporting both Members in their representative duties and functions, as well as the corporate functions of the parliamentary departments.

- **IT Services**

The IT Services team, located on Level 6, provides reliable, responsive and secure information technology infrastructure, business systems, telephony and technical support for Members and staff in Parliament House, the 98 electorate offices and, increasingly, in whichever home, mobile or remote location they may be working in.

For IT support or more information, please visit the [IT Services](#) page of the intranet.

- **Parliamentary Library**

While the Parliamentary Library is the oldest of its kind in Australia, it aspires to provide a dynamic and contemporary reference service, information awareness, access to electronic and print collections, cataloguing, media monitoring and chamber footage for Members and staff. The library is also responsible for records management compliance and parliamentary archives.

The Library is located on Level 6 and is open from 9.00 am to 5.00 pm during both sitting and non-sitting periods. The team provides crucial research, reference and information services to support Members with a strong emphasis on monitoring media resources.

For more information, please visit the [Parliamentary Library](#) intranet page.

- **Parliamentary Research Service**

As part of the Library, the Parliamentary Research Service prepares papers on legislation before the Parliament and on major issues of interest to Members on a broad range of subjects including law, politics, government, environment, economics and social issues, as well as private research papers and notes for Members.

- **Hansard**

Hansard, located on Level 8, provides an accurate, impartial and timely record of parliamentary and committee proceedings on the Parliament's website. They provide a crucial service to Members and staff, as well as to the people of New South Wales, many of whom access Hansard records online for their own purposes.

For more information, please visit the [Hansard](#) page of the intranet.

5.1.3 Financial Services Branch

The [Financial Services Branch](#) located in the office block across the Rooftop Garden on Level 9, is comprised of 3 teams: Parliamentary Accounting, Account Services and Systems, and Members' Entitlements, providing a range of expert advice, information and services.

Parliamentary Accounting is responsible for:

- Preparation of taxation returns;
- Preparation of monthly financial reports for senior management and NSW Treasury;
- Asset accounting and capital expenditure management;
- Annual financial statements and liaison with external audit;
- Partnering with the Parliamentary Catering and other budget managers in the three departments to provide financial advice and decision support; and
- Preparation of budgets and overall financial management of the Parliament.

Account Services and Systems is responsible for:

- The processing and payment of Members' entitlements claims and other accounts;
- Invoicing and debt collection;
- Banking, cash handling and reconciliation;
- System development and improvement projects for SAP and other financial software; and
- System administration and training of staff in the use of financial systems.

Members' Entitlements is responsible for:

- Interpretation of the Parliamentary Remuneration Tribunal Determinations for Members, their staff and parliamentary staff;
- Provision of education, training and advice to Members in the use of their entitlements;
- Preparation of annual budgets for all Members' entitlements and provision of monthly reports on use of their entitlements; and
- Update of the Members' Handbook and other documents taking into account the latest rulings from the Parliamentary Remuneration Tribunal, legislative and administrative changes.

5.1.4 People & Engagement Branch

The People and Engagement Branch consolidates Human Services (incorporating human resources, payroll, work health and safety, training, policy development and industrial relations), and Parliamentary Education into one cohesive unit.

- **Human Services**

The [Human Services](#) team, located in the office block across the Rooftop Garden on Level 9, provides advice, assistance and support to Members and staff in relation to recruitment and training, conditions of employment, leave entitlements, payroll, superannuation and salary packaging, employment and industrial awards, legislation and policies.

This section is tasked with developing and implementing specialised programs (e.g. Staff Induction, Anti-Bullying seminars, Performance Development Training, e-Learning) to provide staff with the knowledge and resources required to excel in the parliamentary environment.

It also coordinates the Parliament's Policy Review Steering Committee to standardise, review and update corporate policies that apply across the 3 departments and is committed to ensuring the workplace health and safety (WHS) of Parliament's Members, employees and visitors.

For a complete list of Human Services staff, please refer to the [Human Services Contacts](#) list available on the intranet.

- **Parliamentary Education**

The [Parliamentary Education](#) team, located on Level 8, pass on knowledge to help students better understand democracy and civics. This is done through the carriage of community outreach programs, particularly in relation to schools and other educational institutions.

The unit also organises and conducts school tours of the Parliament and Chambers, lunchtime tours, a Family Fun Parliament House Open Day, Australia Day events as well as more specialised programs such as Leadership Groups and Women in Parliament.

As part of the Parliament's community engagement program, Parliamentary Education also coordinates some of the Parliament's social media accounts including Facebook, Twitter and Youtube, which are designed to be a community resource providing access to all of the latest news and information from the Parliament.

[Twitter links](#)

[Facebook links](#)

[Parliament of NSW YouTube channel](#)

5.1.5 Parliamentary Catering

[Parliamentary Catering](#) is responsible for managing all food and beverage services for Members, staff and corporate clients in the historical and spectacular dining rooms and event spaces of NSW Parliament House.

With a team of 18 permanent staff, plus in-house casual and contracted staff, the Catering team led by Vanessa Harcourt, Executive Chef strive to provide excellent customer service and to treat each client with integrity, honesty and impartiality.

5.2 ANNUAL REPORT

For more information on the Department of Parliamentary Services, please refer to the [Annual Report](#) available on the Parliament's website.

5.3 DPS ORGANISATION CHART

For a copy of the DPS Department and Branch organisation charts, please refer to [DPS Organisation Charts](#) on the Parliament's intranet.

6. DEPARTMENT OF THE LEGISLATIVE ASSEMBLY (LA)

The [Department of the Legislative Assembly](#) supports the Legislative Assembly, Committees and Members to fulfil their parliamentary responsibilities – both within Parliament and in their electorates. Permanent Officers of the House provide procedural and other advice to Members.

The Presiding Officer of the Legislative Assembly is the Speaker and the Department Head is the Clerk of the Legislative Assembly.

6.1 ORGANISATIONAL STRUCTURE

6.1.1 Office of the Clerk

Officers of the House support and maintain the operation of the Legislative Assembly in accordance with constitutional requirements and the legislation that underpins the work of the Parliament. The Clerk provides timely and accurate support and procedural advice to Members and acquits her duties as the Chief Executive Officer of the Legislative Assembly.

The Office of the Clerk also provides support to help former Members to maintain connections with Parliament and the community. All former Members of the New South Wales Parliament are eligible to join the Former Members Association, which is managed by an executive committee and holds regular events for Association Members and their partners.

The Clerk is also responsible to the Speaker for the efficient and effective administration of the Department, and works collaboratively with the Clerk of the Legislative Council and the Executive Manager of Parliamentary Services in relation to the administration of matters concerning the New South Wales Parliament as a whole.

6.1.2 Table and Chamber Services

The Chamber is where Members debate legislation and pass new laws for governing New South Wales. It is where the Ministers in the Assembly introduce bills, present official documents about the work of Government departments and agencies, and where Parliament approves the Government's appropriation of public funds for the provision of services to the people of New South Wales.

The Department produces the publications required for each sitting in the Chamber and the official documents that record the decisions reached by the House. Senior Officers of the House provide procedural advice to the Speaker and other Members of Parliament and, in doing so, refer to relevant legislation, the Standing Orders of the Legislative Assembly, practice and precedent. Departmental staff also support the proceedings of the House; for example, by providing attendants to support the operation of the Chamber and producing the records of the House.

6.1.3 Procedural Research and Protocol (PR&P)

The PR&P Unit provides high level procedural research and training, develops and implements knowledge management strategies, and manages the Legislative Assembly's protocol program in conjunction with the Office of the Clerk.

6.1.4 Committees

Members of both the Legislative Assembly and the Legislative Council conduct in-depth studies of important issues through Parliamentary Committee inquiries. The House may refer bills to Committees for detailed examination. They can initiate their own inquiries, examine Government spending, and take evidence from Government agencies, subject area experts and other stakeholders.

In providing secretariat support to the Committees, the staff of the Department coordinate deliberative meetings, arrange public hearings and organise site visits. They also prepare all official papers and assist the Chair to bring forward their draft report for consideration. Oversight Committees give Members the opportunity to closely scrutinise the Executive, and to monitor and review the activities of independent statutory bodies, such as the ICAC, the Ombudsman and the Health Care Complaints Commission.

6.2 ANNUAL REPORT

For further information on the Department of the Legislative Assembly, please refer to the [Annual Report](#) available on the Parliament's website.

6.3 LA ORGANISATION CHART

For a copy of the LA Department organisation chart, please refer to [LA Organisation Chart](#) on the Parliament's intranet.

7. DEPARTMENT OF THE LEGISLATIVE COUNCIL (LC)

The role of the [Department of the Legislative Council](#) is to support the sittings of the House and the activities of its Committees. This includes the provision of procedural, analytical and administrative support services to enable Members of the Legislative Council to effectively perform their parliamentary duties.

The Presiding Officer of the Department is the President of the Legislative Council and the Department Head is the Clerk of the Parliaments.

7.1 ORGANISATIONAL STRUCTURE

7.1.1 Office of the Clerk

The Clerk of the Parliaments, also known as the Clerk of the Legislative Council, provides expert advice on parliamentary law, practice and procedure to the President, Deputy President, Ministers and Members of the Council and its Committees.

The Clerk is also responsible to the President for the efficient and effective administration of the Department, and works collaboratively with the Clerk of the Legislative Assembly and the Executive Manager of Parliamentary Services in relation to the administration of matters concerning the New South Wales Parliament as a whole.

7.1.2 Procedure Office

The role of the Procedure Office, which now incorporates the Office of the Black Rod, is to support the sittings of the House, provide procedural advice and support to the President, Members of Parliament, and the Clerk and to manage a number of protocol, engagement and training initiatives.

The Procedure Office provides a range of services during both sitting and non-sitting weeks, including:

- Managing bills and amendments;
- Managing written questions and questions taken on notice during Question Time;
- Preparing notices of motions and procedural scripts;
- Managing the Chamber including the visitors' galleries;
- Preparing the official records of the House, including the Minutes of Proceedings, the Notice Paper and the Questions and Answers Paper;
- Publishing the live Running Record and the House in Review social media blog;
- Providing support to the Privileges, Procedure and Selection of Bills Committees;
- Coordinating and delivering professional development programs for Members and their staff, departmental officers and public servants;

- Managing protocol functions including ceremonial events, international delegations, consular visits, security issues, parliamentary room bookings and the Fountain Court exhibition space;
- Assisting with visitor inquiries, school and community tours and enhancing the Parliament House visitor experience; and
- Managing the Department's contribution to the Parliament's Twinning Program.

7.1.3 Committees Office

Legislative Council Committees are one of the Council's key mechanisms to consider matters of public policy and scrutinise actions of the executive government. They allow for the taking of evidence from experts and key parties in a particular field and the cross-examination of government officials in more detail than would be possible were the matter to be considered by the House as a whole.

The Committee Office provides research, procedural and administrative support to the various committees of the Legislative Council. The Committee Office may also be called on to support specially-appointed select committees and joint committees of the Parliament.

The Legislative Council's committee system consists of:

- Standing Committees – appointed for the life of the Parliament to investigate and report on particular subject areas; and
- Select Committees – appointed to investigate a particular issue or bill, and come to exist when they make their report.

Each enquiry is supported by a number of committee staff who are responsible for keeping the records of the committee, organising the meetings and hearings of committees and preparing the Chair's draft report.

7.1.4 Budget Estimates

Each year Government Ministers and senior public servants attend an annual Budget Estimates inquiry to answer questions about the expenditure, performance and effectiveness of their departments.

Budget Estimates is a key process for government accountability and transparency. The Budget Estimates inquiries involve detailed questioning by Members of the Legislative Council on the decisions, actions and advice of Ministers and public servants.

The Budget Estimates inquiries are conducted by the Legislative Council's 5 General Purpose Standing Committees.

7.2 ANNUAL REPORT

For further information on the Department of the Legislative Council, please refer to the [Annual Report](#) available on the Parliament's website.

7.3 LC ORGANISATION CHART

For a copy of the LC Department organisation chart, please refer to [LC Organisation Chart](#) on the Parliament's intranet.

8. PARLIAMENTARY BUDGET OFFICE

Under the *Parliamentary Budget Officer Act 2010*, the Presiding Officers of the Parliament are required to appoint a Parliamentary Budget Officer for each State General Election. The Parliamentary Budget Officer is accountable to the Parliament, and not to the Executive Government.

New South Wales was one of the first Australian jurisdictions to establish a Parliamentary Budget Officer, with the first officer in place for the NSW general election in 2011. Since then, the Parliament has passed the *Parliamentary Budget Officer Amendment Act 2013* which made changes to the length of tenure of the Officer and the functions of the role.

As per the Act, the appointment of the position is to take effect as soon as practicable after 1 September immediately before the general election is due to be held. The role now has a legislated duration of around 9 months. The Parliamentary Budget Officer is supported by a small team of professionals, including Parliamentary staff and where necessary consultants.

The Parliamentary Budget Officer provides costings of election policies in response to requests by parliamentary leaders together with budget impact statements for all costed policies. The Parliamentary Budget Officer is an apolitical role requiring adherence to the strictest levels of impartiality, confidentiality and sensitivity.

9. KEY CONTACTS

For a complete list of contacts, please refer to the Parliament's on-line [Phone Directory](#) available on the intranet.

9.1 DEPARTMENT OF PARLIAMENTARY SERVICES

Office of the Chief Executive	Chief Executive	2990
	Deputy Executive Manager and Director People & Engagement Branch	2127
	Executive Officer	3440
	Senior Manager, Office of Chief Executive	2263
	Manager, Governance and Risk	2816
	Senior Advisor, Project Management Office	2802
	Communications Advisor	2809
People & Engagement	Senior Manager, Parliamentary Education	2734
	Senior Manager, Human Services	2919
	Manager, Workplace Relations & Safety	3427
	Manager, Recruitment and Training	3026
	Manager, Human Resource Operations	2640
	Payroll Supervisor	2569
	HR Systems Analyst	2001
	Work Health & Safety Officer	2547
Financial Services	Director, Financial Services	2292
	Senior Manager, Parliamentary Accounting	2093
	Parliamentary Accountant	3550
	Senior Manager, Members' Entitlements	2041
Parliamentary Facilities	Director, Facilities	2257
	Senior Manager, Property & Facilities	2221
	Assistant Manager, Building Infrastructure & Services	2501

	Security Manager	2198
Information Services	Director, Information Services	2943
	Senior Manager, IT Services	2263
	Senior Manager, Parliamentary Research Service	2356
	Parliamentary Librarian	2382
	Editor of Debates (Hansard)	2230
	Manager Records & Archives	2494
Parliamentary Catering	Senior Manager Parliamentary Catering	2336
	Operations Manager	2055
	Executive Chef	2131

9.2 DEPARTMENT OF THE LEGISLATIVE ASSEMBLY

Office of the Clerk	Clerk of the Legislative Assembly	2225
	Deputy Clerk	2224
	Clerk-Assistant, House & Procedure	3439
	Clerk Assistant, Scrutiny & Engagement	2223
	Executive Officer	2666
Table and Chamber Services	Chamber Supervisor	2637

9.3 DEPARTMENT OF THE LEGISLATIVE COUNCIL

Office of the Clerk	Clerk of the Parliaments	2323
	Deputy Clerk	2464
Procedure Office & Office of the Black Rod	Clerk Assistant, Procedure	3594
	Usher of the Black Rod	2976
	Co-ordinator, Chamber and Support	3556
Committees	Clerk Assistant, Committees	3367