

PARLIAMENT OF NSW PRIORITIES 2019–2023

Priority 1
Modernisation of the Parliament

Priority 2
Strengthening engagement with the public and enhanced trust in Parliament as an institution

Priority 3
Safeguarding the independence of a strong Parliament

Priority 4
Support members in their evolving role as elected representatives

Priority 5
Develop the capabilities of the Parliament's workforce

Department of Parliamentary Services Objectives

1. The Parliament will have access to modern digital processes and technology to support its functions
2. The Parliament will have a built environment that is capable of supporting its evolving needs
3. DPS will deliver high quality, integrated customer services

4. The Parliament will have expanded engagement programs that increase participation across the NSW community
5. The Parliament will have enhanced transparency and accountability through the use of contemporary governance and assurance frameworks

6. The independence of Parliament will be strengthened through the introduction of a Parliamentary Services Act
7. The independence of Parliament will be strengthened through the introduction of a new model of financial appropriation
8. A formal network will be established to foster and enhance relationships with the parliamentary services functions in other parliaments

9. Members will have access to services, equipment and facilities to support their role anywhere, anytime
10. Members and staff will have access to a comprehensive range of professional development and well-being programs

11. A highly capable and engaged DPS workforce will meet the changing needs of Parliament, its members and the NSW community
12. An adaptive DPS organisational structure will enhance the delivery of services to a modern Parliament

- Electorate Office Strategy and Fit out
- Audiovisual Services capital project
- Digital Parliament capital project – (Applications, Cloud & ERP, Asset Replacement)
- Parliamentary precincts Design Strategy
- Ceiling & Building Services replacement
- Tower Block Roof Membrane replacement
- Urgent accessibility projects
- Improving budgeting software
- Optimise digital financial transaction processing
- Catering Events and Marketing Plans
- Improve procurements system processes

- Fraud Health Check
- Adapt Risk Champions Network
- Engagement, Education & Communications Strategy
- Online, virtual engagement programs
- Teacher professional development course
- Parliamentary catering book
- Updated Assurance Model
- Enhanced public reporting of members' expenditure claims
- Parli-News and other engagement platforms
- NSW Parliamentary Education Webpage
- Enhanced Annual Reporting

- Financial independence of the Parliament
- Business Continuity Management
- Implement ICS report recommendations
- Cyber security uplift
- IT system access and security process and governance
- Review IT maintenance agreements
- Partnerships with other research provider networks
- Undertake research into implementation of a Parliamentary Services Act

- Customer service excellence
- Use of new data technology platforms
- Members' Social media archives
- Digitisation of historic resources
- Implementation of an Asset Maintenance Strategy
- More educational resources for Members Entitlements
- Electronic publication of past research
- Update library intranet site
- Members and staff using Serko
- HTML searchable Hansard project
- Refresh Electorate Offices fit out guide
- Develop and implement Collections Management Strategy and Policy

- Review library services
- Hansard's Weir Review implementation
- Hansard training & induction program
- Leadership development & financial management
- Develop & enhance planning & performance capability
- Continue with staff development & well-being initiatives.
- Recognise and celebrate Diversity inclusion in the workplace
- Complete a full DPS restructure