



# annual report 2013

Department of Parliamentary Services



# Letter of Transmittal

*The Hon Don Harwin MLC  
President of the Legislative Council  
Parliament House  
Macquarie Street  
Sydney NSW 2000*

*The Hon Shelley Hancock MP  
Speaker of the Legislative Assembly  
Parliament House  
Macquarie Street  
Sydney NSW 2000*

Dear Madam Speaker and Mister President,

I am pleased to submit to you for tabling in each House the annual report for the Department of Parliamentary Services (DPS), for the year ended 30 June 2013.

While DPS is not legislatively required to table an annual report, I welcome the opportunity to provide information on the performance of DPS, as has been customary in previous years.

The content of the report incorporates the reporting requirements of the *Annual Reports (Departments) Act 1985* and the *Public and Finance Audit Act 1983*, particularly in regard to the Department's operations and financial performance.

In addition, this report acknowledges the recent Premier's memorandum, instructing all government departments to limit the amount of expenditure applied to the design and printing of annual reports. A template has been developed in consultation with the Departments of the Legislative Council and Legislative Assembly that will be used as a common tool for 2012/2013. This is but one example of the many collaborative achievements of the three parliamentary departments.

Within these pages, you find details of the major achievements for each functional area of DPS for the 2012-2013 financial year, providing information and statistics relating to some of the outputs and planned initiatives for the future.

I commend the report to you and thank you for your ongoing support.

Yours sincerely

Rob Stefanic

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# The Presiding Officers' Foreword

We are pleased to provide an introduction to the Annual Report of the Department of Parliamentary Services (DPS) for the year ending 30 June 2013.

On behalf of the Parliament, we would like to congratulate DPS for continuing to support the effective operation of the institution, in which we all strive to work together to achieve significant outcomes on behalf of the wider community of New South Wales. It can be a challenging and dynamic environment, yet also one that is very rewarding when a job has been well done. It is a credit to the professionalism and skill of DPS that their staff are always on hand to assist in matters ranging from upkeep of the physical environment, through to the administration of human services, payroll and finances, through to catering and events management, community engagement and the provision of vital information services.

In particular, we would like to highlight two substantial achievements of DPS in the last year:

- their outstanding work supporting our efforts to secure funds from the Government for the most significant infrastructure overhaul at Parliament House since the Tower Block extension in the early 1980s, with work commencing in the 2014-2015 financial year, and
- their delivery of the much complimented *Twenty Five: Stories from Australia's First Parliament* exhibition as part of the Parliament's wider community engagement strategy.

It is an exciting time, and we look forward to the activities of the next financial year.

The Hon Don Harwin MLC  
President of the Legislative Council



The Hon Shelley Hancock MP  
Speaker of the Legislative Assembly



# Executive Manager's Review

I am very pleased to declare that this has been another immensely successful year for the Department of Parliamentary Services (DPS) in delivering better, broader, more relevant and timely services to the Parliament of New South Wales. In 2011/12 I reflected on how that was our busiest year yet and somehow we have managed to surpass those achievements in 2012/13. The next two years will involve the planning and delivery of an unprecedented number of capital projects both in scale and budget value. I am immensely proud of our people who continue to dig deep given there is no such thing as 'business as usual' in any area of DPS.

In addition to the considerable workload, this year we launched the first ever DPS Strategic Plan for 2013-2015. Two years in the development, it was important that the plan was not just a 'glossy' for the book shelf, but rather a living document that established our priorities and articulated how we planned to achieve them through attached operational plans. The DPS Strategic Plan relates to a number of overarching strategic objectives contained in the 2012-2015 Strategic Outlook for the Parliamentary Departments. This Plan focuses on five overarching objectives and a number of strategies to be implemented during the remainder of the 55th Parliament of New South Wales. Our strategic objectives include:

- Enhance accessibility and mobility of services – to provide anywhere and anytime access to parliamentary information and systems
- Optimise our service capability and efficiency – to provide infrastructure and services within a contracting budgetary environment
- Strengthen the effectiveness of Parliament House as a contemporary and safe workplace – to ensure the historic Parliamentary precinct continues to operate as a working public building and that parliamentary business operates without interruption

- Enhance the heritage attributes of Australia's first Parliament building – to ensure preservation of a historic building for future generations
- Enhance accessibility to Parliament House and parliamentary activity – to ensure the community can experience all aspects of parliamentary activity.

The launch of the DPS Strategic Plan was preceded by the launch of the 2012-2015 Strategic Outlook for the Parliamentary Departments. Development of the Strategic Outlook was a significant collaborative achievement with my colleagues Ms Ronda Miller, Clerk of the Legislative Assembly and Mr David Blunt, Clerk of the Parliaments. As a management team, we are committed to ensuring our combined service areas work together in a collegiate way towards our common objectives.

This year we were also delighted to pilot our first Performance Development Program, which is our commitment to the professional and career development of our people. The program fosters a dialogue between managers and staff that includes mutual feedback on work performance and education and training needs. The program has received extremely positive reviews and will soon be implemented across DPS. We look forward to working with our teams to help develop an even more positive and productive working environment for everyone.

This annual report presents a record of all that we have achieved this financial year, and highlights the many achievements yet to come. I thank all of my colleagues for their continued commitment to perform above and beyond and I think we can all look forward to the challenges and rewards of the next 12 months.

Rob Stefanic  
Executive Manager, Parliamentary Services



Introducing the Department of  
Parliamentary Services

# The Department

**The Department of Parliamentary Services (DPS) is the central corporate support department of the Parliament of New South Wales.** With over 200 specialist service providers in our ranks, DPS aims to support parliamentary democracy in New South Wales by providing effective and innovative services to the Parliament and to ensure the preservation of Australia's first Parliament. DPS works together with our colleagues in the Department of the Legislative Council and the Legislative Assembly to deliver a complete range of services in support of the Parliament and its members.

DPS was first established in 2008 and, since then, the team has worked hard to build what is now a professional, cohesive and effective corporate shared services body of the Parliament. With each passing year, our staff have developed and strengthened their skills and capabilities, providing ever more innovative and effective services to a client base of members and staff of the Parliament, as well as to the community.

With a focus on innovation and creativity, DPS has flourished into an invaluable contributor to the overall operations of the Parliament.

In brief, we provide:

- Maintenance and development of the parliamentary buildings and grounds
- Precinct security
- Printing, procurement and asset management
- Information based services including information technology infrastructure, Hansard, library, records, research and media monitoring
- Support and advice on matters of finances, members' entitlement and risk management
- Human resources, industrial relations, payroll, training and work, health and safety
- Catered venues, function and dining services, corporate communications and events management
- Public relations, community engagement and education programs.

The staff of DPS take great pride in serving the Parliament and, through the institution, the wider community of New South Wales. We will continue to work together to provide professional, responsive and impartial support, and to seek out the most

effective and innovative solutions to improve our services.

This report provides a summary of all that we have achieved in the past 12 months, and all that we plan to achieve in the next 12 months. It documents the innovation and creativity that has come to characterise DPS, as well as our commitment to developing our people into ever more professional and valuable service providers.

## THE TEAM

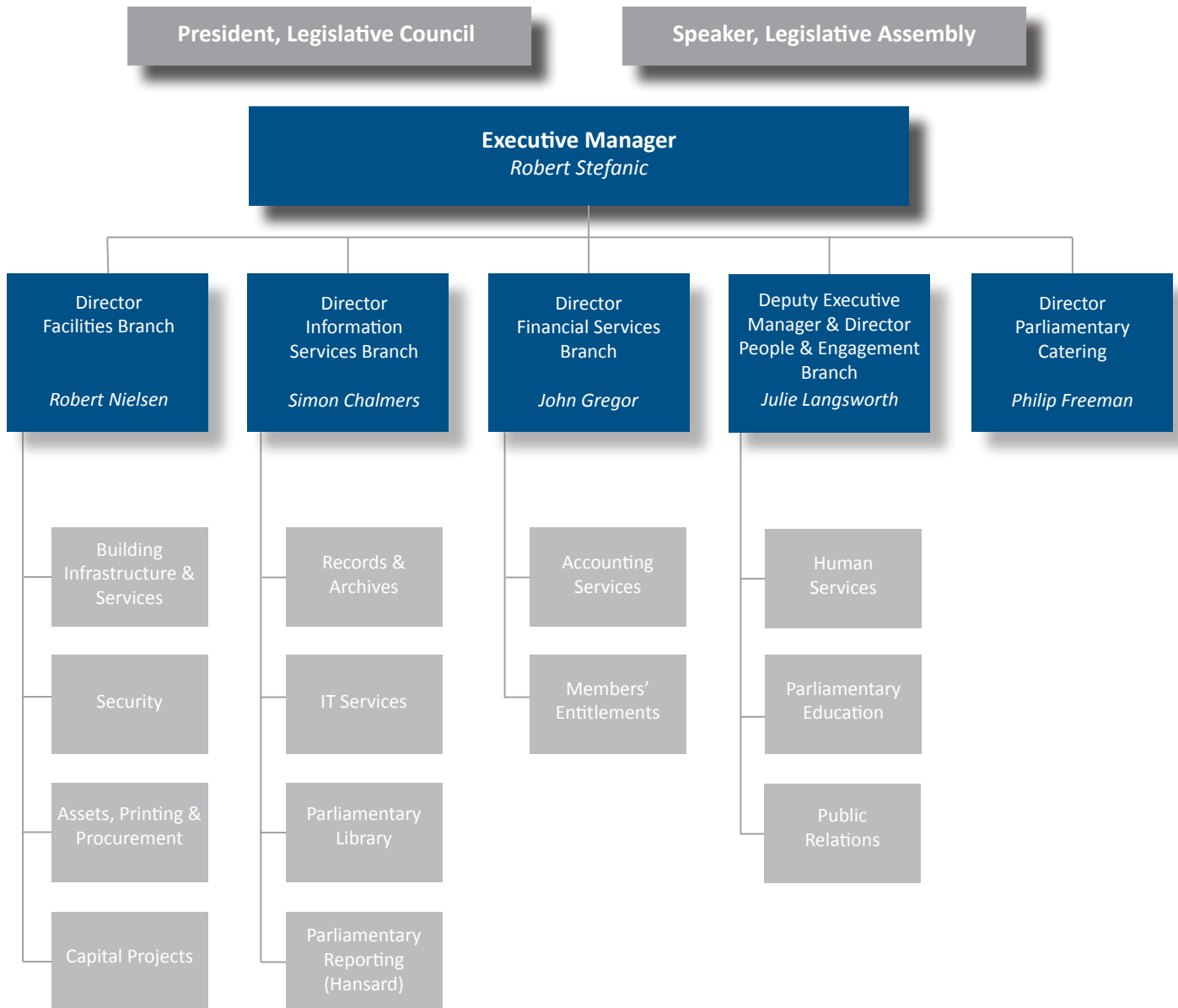
DPS boasts a crew of just under 200 professional and skilled staff members. Given the broad range of services that we offer, our team is by far the most diverse within the Parliament, and it has been a particular challenge of DPS management to bring together so many different disciplines under the one corporate umbrella.

From cleaners and wait staff; to building managers and engineers; to HR and IR professionals; administrative and payroll staff; library, research and Hansard; public relations and corporate communications; education, IT and finance, each person within DPS brings a special set of skills to enhance the capacity of the Department to deliver its services.

DPS is organised into five branches, overseen by the Office of the Executive Manager. These are:

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

# Organisational Structure





# The Executive Management Team



*The Executive Management Team provides the strategic direction and leadership to the staff of DPS. From left to right the team is: Rob Stefanic, Executive Manager; John Gregor, Director Financial Services Branch; Philip Freeman, Director Parliamentary Catering; Julie Langsworth, Deputy Executive Manager and Director People & Engagement Branch; Simon Chalmers, Director Information Services Branch; Robert Nielsen, Director Facilities Branch.*

# The Leadership Team



*Left to right: Simon Chalmers, Director Information Services; Neil Dammerel, Manager IT Services; Michael Liew, Asset Manager (Facilities Branch); Craig Wheeler, Manager Human Resources; Nicola Forbes, Manager Records & Archives; Jeannie Douglass, Manager Parliamentary Education; Robert Stefanic, Executive Manager; Colin Brown, Manager Recruitment & Training; Annette McNicol, Parliamentary Librarian; Andrew Kiejda, Manager Industrial Relations; Karen Turner, Deputy Editor of Debates; John Gregor, Director Financial Services Branch; Brett Wright, Operations Manager (Facilities Branch); Stuart Lowe, Manager Members' Entitlements; Jan Mullin, Financial Controller; Samantha Brown, Public Relations Manager; Robert Nielsen, Director Facilities Branch.*

*Absent: Philip Freeman, Director Catering; Carlos Andrade, Operations Manager (Parliamentary Catering); Denise Driscoll, Executive Officer, Office of the Executive Manager; Gareth Griffith, Manager Parliamentary Research Service; Ralph Ewen, Security Manager.*



# People & Engagement Branch

**People & Engagement consolidates the Human Resources, Parliamentary Education and Public Relations sections into a cohesive team that looks both inward to the welfare and development of parliamentary staff, as well as outward to the community and the need to better educate and engage the public.** Specifically, People & Engagement provides services including human resources management and advice, payroll, recruitment and training, industrial relations, policy development, workplace health and safety, civics education, public and school programs and events, public relations and corporate communications.

Over the past 12 months, the Branch has been focused on providing these core services, whilst also taking important steps to develop more effective processes and programs to improve the Parliament's working environment. Looking inward, the team has been busy in the areas of staff training and development, providing important opportunities for professional development across the Parliament. In addition, the Human Services team has been the driving force behind the development of a suite of documents in response to the passing of the *Members of Parliament Staff Act 2013*. Work commenced this financial year on the development of a draft Determination and associated policies to be issued by the Presiding Officers. In the following year, further work will take place in collaboration with the House departments and in consultation with members and staff on the draft documentation with a view to implementing the Determination in early 2014. During late 2012 and 2013, the Deputy Executive

Manager conducted a review of the Human Services section with a view to better align service delivery with the expectations of members, staff and other client groups. As a result of the review, three streams have now been established in the section across Workplace Relations & Safety, Training and Recruitment, and Payroll and Human Resources Operations. The intent of the review was to mould a structure that provides both a more transparent and efficient service delivery model to suit our clients, and enhances opportunities for our staff skills and career development.

Looking outward, the Branch has driven or contributed to several major community engagement initiatives at the Parliament in this financial year. Parliamentary Education and Public Relations staff have been particularly involved in providing advice and support to the Parliament's Visitor Experience Group, helping to set the Parliament's strategic agenda for community engagement over the next few years. This working group consists of staff from each of the parliamentary departments and meets regularly to develop more effective, innovative and coordinated community engagement initiatives.

## HUMAN SERVICES

### *Highlights of 2012-2013*

- One of the major focuses of the Human Services team was the review of the Parliament's policies and forms, and in particular the



current industrial instruments and policies related to the employment of members' staff, in preparation for the implementation of the *Members of Parliament Staff Act 2013* in early 2014.

In addition, the workplace relations and policy team within the Human Services section has been instrumental in the project to review corporate policies with a view to establish Parliament-wide policies, applicable to all Parliamentary staff, where appropriate. Specifically in 2013 a revised Code of Conduct for Parliamentary Staff was approved, as well as policies on Anti-bullying, Anti-discrimination and Managing Alcohol and Other Drugs. All policies were widely circulated to staff via email and in corporate newsletters. Training on these policies will commence in the second half of 2013.

- The Human Services team was also instrumental in developing and implementing a Parliament-wide Performance Development Program. Previously the Departments of the Legislative Council and Legislative Assembly had separate policies, with DPS not having a policy or program for staff development. The new Performance Development Program will apply consistently to all corporate staff in the three Parliamentary departments, and provide an opportunity for managers and staff to undertake formal meetings throughout the year to discuss performance and training and development needs. Comprehensive training

on the policy, organised by the Human Services training and recruitment team was very well received and will greatly enhance the rollout of the Program across the organisation.

- Other initiatives during this financial year by the Recruitment and Training team included organising:

*Parliamentary Staff Inductions* – 4 courses attended by 39 new staff. Focused on new employees, this course aims to introduce them to the Parliament by way of speakers from across the Parliament including the three Department Heads. Feedback from attendees confirmed the value and relevance of course content

*Customer Service Training* – 2 courses attended by 25 staff. A particularly important skill for DPS staff, this course aims to provide our people with the opportunity to enhance their customer service skills

*Secretary Research Assistant Induction* – 3 courses attended by 16 new staff. This course is run specifically for new staff of Legislative Council members. It includes information on their conditions of employment, as well as general information about the Parliament

*Resume Writing and Interview Skills* – 2 courses attended by 18 staff. This course aims to help staff better apply for positions in a competitive manner



- The HR Operations section of the Human Services team worked on increasing awareness of the availability of the Parliament's Employee Assistance Program (provided by Davidson Trahaire Corpsych). This is an important resource provided to members and staff who may require support and counselling during their time with the Parliament. Given the often pressured and sensitive environment in which we operate, the provision of such services is of paramount importance to the ongoing welfare of members and staff.

The half yearly summary report provided by Davidson Trahaire Corpsych revealed that there had been a decline in the use of the Employee Assistance Program from July to December 2012, with usage rates dropping from 3.24% to just 1.18%. This was the lowest usage rate in the last three years, and was well below the State Government average of 4.98%.

A comprehensive internal communications strategy was implemented to help raise awareness of the program, with the result that usage increased to 5.01% in the next reporting period, from January to June 2013, consistent with the State average.

- The Human Services team was also instrumental in the implementation of an upgrade to the Parliament's SAP Portal, the major benefit of which has been the ability to reduce the leave approval process from a three step process to a one step process,

making it a more user-friendly and intuitive resource for members and parliamentary staff. In addition, to improve communication between the relevant parliamentary business units, a SAP Working Group has been established, and meets monthly to share information and raise matters that impact upon the system and its development. Future plans for SAP and the Portal include submitting claim forms electronically and linking position descriptions to the SAP organisation structure. The enhancements have been very well received by members and staff, with many people reporting that the investment in the new interface has greatly enhanced their use of the SAP Portal.

- Over previous financial years, the Recruitment and Training team has been working to develop a pilot series of E-Learning modules. These modules are designed to package important information for members and staff in a way that is convenient, interactive and user-friendly. In August 2012, the final pilot module, Security in Electorate Offices, was released.

This module will benefit new electorate office staff by introducing them to important security issues that they may face in their working environment. The course will also be of benefit to current electorate office staff, refreshing their knowledge of safety and security in the workplace. Working with the Legislative Assembly's Electorate Officers Reference Group, the Training and



Recruitment team was able to successfully test and launch the module.

- Excess recreation leave has been another target for the HR Operations section of the Human Services team in this reporting period, with the team proactively running reports and implementing leave management plans for DPS staff with an excess of 6 weeks leave accrued. From 1 September 2012 to 31 May 2013, the number of staff in DPS with excess leave was reduced by 24%, whilst the amount of recreation leave in hours was reduced overall by 28.5%.

As a result, DPS is well advanced towards achieving leave liability targets consistent with those set by the Department of Premier and Cabinet.

Human Services also provides regular information and support to both the Departments of the Legislative Council and Legislative Assembly to assist them with the management of their staff excess leave.

- The Human Services team have also been monitoring and assisting with the management of excess sick leave across the Parliament.
- The annual contract with Nanbaree Child Care Centre was renewed in this financial year, with Human Services managing the relationship with the Centre, which provides

children aged 6 weeks to school age. The Parliament is a public sector sponsor of the Centre, which assists parliamentary staff to receive priority child care places.

- The Human Services team also manages many of the Work, Health and Safety (WHS) matters on behalf of the Parliament. During this financial year, a new WHS officer was appointed following a review of the position and its role in providing services to members and staff in the area of injury management and WHS advice and support. The team is focused on reducing the WHS risks to members and staff, with a focus on preventative practices such as ergonomic workplace assessments and information tip sheets. WHS is also an important component of staff training, with Human Services team members providing sessions during staff inductions. The annual DPS Work Health & Safety and Injury Management Report is found at Appendix C.

#### ***Plans for 2013-2014***

Looking forward, the Human Services team will continue to focus on improving the quality of services offered to members and staff. In line with the organisational review noted above, an ongoing review of internal processes will continue, in order to identify areas where greater efficiencies may be achieved, particularly in relation to records management, and replacing paper based



processing with online services for recruitment, processing leave and other allowances and entitlements.

Human Services will also project manage the implementation of the Superannuation Guarantee, which will increase from 9% to 9.25% from the first pay period of the 2013-2014 financial year. The Guarantee will then increase incrementally in July of each year up to 12% in July 2017.

In the area of Recruitment and Training, an extensive review of the recruitment function was commenced in June 2013. The review will look at all aspects of recruitment and induction with a view to harnessing new technologies such as the NSW Government TALEO recruitment management system, to help streamline and automate many of the processes including better administration of applications and recruitment reporting in general.

A number of key training programs will be offered including on Anti-bullying and related policies, performance development, as well as ongoing induction programs for parliamentary and members staff and parliamentary interns. Following recent upgrades to SAP, the team can also focus on developing further E-Learning modules to support the business of the Parliament.

Additional work in the area of Work Health & Safety (WHS), will involve the development of a suite of policies and information sheets to reflect currently WHS legislation, policy and practice. In addition, a WHS workplace committee will

be re-established with representation from all parliamentary departments. The committee will perform as a consultative body, providing an opportunity for staff and managers to meet on a regular basis and discuss WHS in the workplace.

## PARLIAMENTARY EDUCATION

The Parliamentary Education team manages much of the community outreach programs of DPS, conducting a variety of education programs for primary, secondary and tertiary students and the community, with a particular focus on civics and citizenship education in metro and regional areas of NSW. The programs include school tours, specialised seminars, public tours and chamber viewings, unique initiatives such as the family open day and exhibitions and important cultural events such as Australia Day.

Through their efforts, the Parliament is able to move towards realising our objective to increase the involvement and awareness of NSW citizens about the Parliament and the parliamentary process.

The past 12 months has seen hundreds of students and teachers pass through the gates to participate in tours of the Parliament and chambers, including interactive role plays and insightful commentary about how the community can better engage with the Parliament and its members. In addition, it estimated that around 3,200 visitors attended public events such as the family open day and Australia Day celebrations.



# Parliamentary Education →



The Education team played a major role in the planning and delivery of the public exhibition, *Twenty Five: Stories from Australia's First Parliament*. See case study below for details on the exhibition.

### **Highlights of 2012-2013**

- Hosting two Schools Constitutional Conventions with a total of 211 Year 11 students in attendance, 35% of which were from regional schools. The Conventions are an important opportunity for students to learn more about the Australian Constitution and its role in contemporary democracy. They also encourage students to become better informed about the system of government and to take an active interest in the traditions, processes and practices of government.

In NSW, every secondary school is invited to send one student to participate in the day-long program. A keynote speaker introduces a complex constitutional issue for discussion and, after students discuss in groups, the day concludes with group presentations in the chamber and a mock referendum. Thirty students are then peer-selected to represent NSW in the National Constitutional in Canberra the following year.

This year five students were selected from the 30, based on a written submission and interview, to also attend the inaugural Regional Youth Parliament in the Solomon

Islands in September; an important opportunity for the students to learn about parliamentary processes in more remote and under-resourced communities. The Regional Youth Parliament will feature in next year's annual report.

- Implementing the Young Women's Seminar, which aims to engage students in a discussion about the challenges facing women in contemporary leadership roles. Two such seminars were hosted at the Parliament this financial year, with the first held to coincide with International Women's Day. In all, 294 Year 11 students attended the seminars, representing 147 schools across the State. The students heard about the personal challenges faced by successful women and their achievements as leaders in the community, including female members of Parliament, who provided important insights into the challenges faced by women in politics.
- Coordinating the popular School Leadership program, which is now heading into its 20th year. This program gives school leaders the opportunity to discuss the concept of leadership with members of Parliament and to view sittings of both Houses. The program concludes with a visit to Government House and afternoon tea with the Governor. This year the program was undertaken by 792 students, representing 317 schools across NSW. A record number of 100 members attended the program, sharing their insights



and experience with what could very well be our future crop of political and corporate leaders.

- Four universities participated in the Parliamentary Intern Program administered by Parliamentary Education. This program saw 20 students afforded an invaluable opportunity to be placed with members, staff in the Legislative Assembly Committees office, or staff in the Legislative Council Procedure office.
- Finally, the team devised programs to tie in with other important civic education opportunities. For example, a special series of Justice Seminars was held during Law Week. A total of 75 year 7 students attended the seminars, and had the opportunity to hear an address from keynote speaker, the Hon Michael Kirby.

#### ***Plans for 2013-2014***

Looking ahead, the team is planning on continuing to review and enhance its current suite of school and public programs, as well as to provide ongoing advice to the House departments as it relates to developing more effective and innovative community engagement programs. As the number of programs and events continues to grow, Parliamentary Education will become increasingly important to the strategic direction of the Parliament.

Technology will play an increased role in the development and delivery of education initiatives, as the team looks to develop more innovative solutions to reaching out to regional and rural areas, where access to the Parliament is limited. Planning has picked up pace this year to trial the first video conferencing program for Years 5/6. The program has been developed to address syllabus outcomes for the topics of Government and the beginnings of democracy in NSW. It will aim to be interactive, giving students the opportunity to engage from their classrooms with presenters from the Parliament. Trials should begin in Term 4, 2013 with regional primary schools.

#### **DID YOU KNOW?**

- In 2012-2013, 1,086 Senior Secondary students attended seminars and workshops at the Parliament



## PUBLIC RELATIONS

The Parliament's Public Relations Manager plays a key role in the delivery of corporate communications, marketing, issues management, stakeholder management and public engagement initiatives on behalf of DPS and the parliamentary departments.

Often working in concert with the Office of the Executive Manager, the Parliamentary Education team and the House departments, the role has achieved consistently high levels of publicity for parliamentary initiatives and events; managed the development and implementation of professional corporate branding for DPS; contributed to strategic objectives of the Visitor Experience Group; and improved key stakeholder relationships with corporate partners and the media.

Although only one officer is dedicated to this area, the achievements over the financial year have been considerable.

### Highlights of 2012-2013

#### Raising the profile of the Parliament

- Over the past 12 months, the Public Relations Manager has once again been focussed on achieving positive media coverage for the Parliament's program of events including educational events and the Parliament's suite of significant art prizes. Particularly good results were seen in metro print and broadcast media; outlets that have traditionally proven difficult for the parliament to positively engage.
- Issues management also proved to be a particular focus of the role in this financial year, with the Public Relations Manager providing advice to senior management on a range of issues investigated by and reported within the media.
- The potential application of social media to the Parliament's community engagement initiatives has been explored this year, with the establishment of a social media working group, chaired by the Public Relations Manager. The group was convened to identify the various opportunities and challenges associated with engaging in this communication forum. A comprehensive

social media strategy has been developed, and will be implemented the Public Relations Manager and Parliamentary Education team during the 2013-2014 financial year.

- Reviewing the various educational resources available to the public has long been on the to-do list for DPS, and this year a project group was established to begin a review of the brochures currently available to school groups and general visitors to the Parliament. In addition to representatives from the House departments, both the Public Relations Manager and Parliamentary Education team have played a key role in this group, assisting with the drafting of new brochures, as well as their graphic design. Two new resources resulting from this project, 'Understanding Parliament' and 'Exploring the Parliament NSW' will be finalised and made available to the public in the next financial year.

#### Stakeholder relations

- The Public Relations Manager has played an increasingly important role in the establishment of key stakeholder relationships, particularly with corporate partners and the media. In this financial year, the Public Relations Manager was successful in helping to establish and manage several new corporate partnerships for parliamentary events including the major public exhibition, Twenty Five: Stories from Australia's First Parliament and the Parliament of New South Wales Spring Ball (see case studies below for more details).
- In addition, the Manager has been working to improve communication between DPS and members of the Press Gallery, in order to establish more effective working relationships. Increased media activity around parliamentary events has also strengthened relationships with a range of metro and regional media outlets, including those specialising in arts, education and Indigenous topics.

#### Internal Communications

- Implementing a new corporate style guide and branded suite of corporate templates for DPS has been a particular focus over this financial year. The style guide outlines a set of stylistic conventions aimed at achieving greater visual consistency across all aspects of DPS

corporate communications, a strengthening a clearer brand identity for the department. It is expected that the style guide and suite will be launched in July 2014.

- Continued to project manage the Parliament's monthly internal newsletter *Interjections*, in consultation with an editorial team comprised of representatives from across the parliamentary departments.
- The Public Relations Manager also assisted in the drafting of a new Media Enquiries Policy, providing corporate staff with advice to follow in the advent that they should receive a media enquiry relating to the work and business of the Parliament. Launched in May 2013, the policy is a collaborative document that applies across the three departments.

#### ***Plans for 2013-2014***

The next financial year will see a continued focus on raising the profile of the Parliament through traditional media, as well as digital-based communication forums. Linking back to the Strategic Outlook for the NSW Parliamentary Departments, the Public Relations Manager will be instrumental in driving public engagement via social media technologies, with the expected implementation of a comprehensive and targeted social media strategy in late 2013/early 2014. With the impending launch of the new DPS corporate identity, the focus will also be on rolling this out to staff and ensuring that all work together

to build a more consistent and professional image.

Stakeholder management will be a continuing focus, through maintaining relationships with current corporate partners and seeking new partnerships for the Parliament's various visitor experience and charitable activities.

The Public Relations Manager will also be involved in the development and management of an internal communications and issues management strategy to help support the planned project of capital works at the Parliament commencing in the new financial year (outlined in further detail in the Facilities Branch report).

- It is estimated that around 60,000 people per year visit the Parliament, participating in important community initiatives such as the annual Family Fun Day, Australia Day celebrations and the Parliament's art prizes and exhibitions



# Facilities Branch

**There are many challenges that come with maintaining an historic building, particularly when that working building has been in continuous use by the Legislature for 184 years.** The biggest challenge being the provision of contemporary office spaces and associated technology while preserving the unique heritage aspects of a building which is a State and National icon and the home of Australia's First Parliament.

Finding workable solutions to these challenges is the responsibility of the Facilities Branch of DPS. From keeping up the grounds, to preserving the building and its many artistic and historical assets, to providing modern office appointments, cleaning, engineering, car park, storage and recreational facilities, to safeguarding members and staff, the Facilities Branch is one of the busiest and most diverse branches within DPS.

Fortunately, the team brings together a wide range of skilled professionals, all dedicated to the Parliament and the maintenance of this unique precinct.

## ***Highlights of 2012-2013***

- Following a review of operations, a new structure for the building infrastructure and services section was approved by the Executive Manager and Presiding Officers in March 2013. The previous model for the Engineering Unit had not been reviewed since 1986.

The new structure is based on other modern facilities management operations.

Comprehensive and successful consultation has been undertaken with staff and representatives from the PSA.

- Following an extensive planning and consultation process, the Facilities Branch is currently in the final stages of the design for a new office block to be built within the existing footprint of the building. This project is the first large-scale building project at the Parliament since the addition of the tower block office building in the 1970s. The design for the new wing was developed by PTW Architects, led by Mr Andrew Andersons, the principal architect of the 1970s office building. The design will provide much-needed office space for corporate staff that currently occupy meeting rooms and other spaces on a temporary basis, and will respect the existing heritage features. It is an excellent example of the careful attention paid to managing the pressing needs of both heritage and modern environments. Construction is expected to begin in November 2013, and will be project managed by the Facilities Branch.
- A range of important capital works have been undertaken throughout the precinct over this financial year, including the installation of new security gates to the car park driveways, and replacement of all old analogue televisions in Parliament House.



- In line with the Parliament House Sustainability Program, new mixed recycling bins were installed in 14 central locations around the Parliament. An internal communication program accompanied the installation, to ensure all members and staff are aware of and support responsible recycling practices.
- A new emergency management system was implemented this financial year, to further improve the security measures in place to protect building occupants. The system includes a new Emergency Management policy and plan, as well as updated incident response procedures. Again, existing internal communication channels were used to inform building occupants about the new system, and the Parliament has committed to undertake an emergency evacuation training exercise every calendar year.
- A Parliamentary Gift Shop was launched by Facilities, in consultation with the House departments, in November 2012. The shop offers a range of high quality Parliament-branded items. Based on demand for individual items, a range of gift items will be developed that will be available to the public.
- A curatorial project was undertaken with the State Library, in order to procure a loan of some important historical artworks. The six works will hang in the newly-restored Wentworth Room, and will provide an appropriate backdrop for meetings in this

historically significant space. Originally the Surgeon's Quarters of the Rum Hospital, this room also served as the meeting place for the first Legislative Council in NSW on the Parliament House site. Restored in 2012, it is now another important historic place to be preserved within the parliamentary precinct.

#### ***Plans for 2013-2014***

Much of the focus of Facilities Branch in the next financial year will be in the management and implementation of a large-scale program of minor and major building works, including the previously mentioned office block, to be added to level 9. Beginning in November 2013, the works will add to the office meeting space at Parliament House while improving compliance with work health and safety, and current building codes.

A total of \$17.7 million has been approved in the last two State Budgets for the range of works, which will take four years to complete. In brief, they will include:

- *Electrical Distribution System and Fire Safety Infrastructure*

Changes to work, health and safety legislation now require the installation of Residual Current Devices (RCDs) in all NSW workplaces by no later than 18 February 2015. RCDs are an important safety measure designed to prevent electrocutions. A project to install RCDs to the 73 Electrical Distribution Boards



within Parliament House at an estimated cost of \$905,000 will commence in late 2013 and should be completed by mid-2014.

Also in late 2013, a project will commence to replace the Parliament's fire dampers, which are critical to the protection of building occupants and infrastructure in the event of a fire. There are 252 fire dampers installed around the Parliament, which will need to be replaced in order to comply with current Australian codes for fire safety. It is anticipated that the fire dampers will all be replaced within the next three years at a cost of \$2,995,000.

- *Kitchen Renovation*

The Parliament House kitchens are over 30 years old and much of the equipment and infrastructure is nearing the end of its serviceable life. This means that catering staff are currently facing many challenges in terms of work, health and safety and reliability of equipment. The program of building works will include a complete renovation at an estimated cost of \$2,138,000 to address these issues, as well as providing a more efficient layout and opportunities for increased business through functions and events. The renovation is expected to commence in early December 2013 and will be completed by the end of February 2014.

- *Records, Archives and Book Storage System*

This project will address a number of issues with the storage of archives, records and library materials at Parliament House. These include storage spaces being over-capacity, the need for better environmental and security controls, and work, health and safety compliance. Historic archival material is currently stored in an area that is unsuitable due to the risk of mould and water damage. Inadequate ventilation and climate control makes the area unsuitable for the long-term storage of fragile documents and as a workplace for parliamentary staff. Equipment in the library stack dates from the 1970s. Many mechanical units operate beyond their design capacity and are no longer serviceable as replacement parts are not available. At a cost of \$2,590,000, the work on this project will involve an upgrade of existing storage infrastructure and ensure staff can work in a safe environment.

- *Tower Block Fit-Out*

Offices in the tower block, which accommodate members and staff, are over 30 years old and there are ongoing maintenance issues with deteriorating joinery, furniture and fittings. The project will progressively address problems in the tower block as funds are available over the next few years in the minor works budget, at a total cost of approximately \$3.3 million.



It is anticipated that this project will commence in April 2014 and continue through until August 2017.

- *Level 9 Office Space*

For many years, parliamentary committee staff worked off-site in office space costing over \$700,000 per annum in lease and other associated costs. Finding adequate space to accommodate staff at Parliament House has been a long-term challenge. One of the biggest projects in the capital works program is the addition of new offices on level 9 of the Parliament. At a cost of \$5,798,000, the offices will provide space for over 40 staff, and provide additional wheelchair accessible facilities. It will also achieve important long term budget savings, after the cost of the project is recovered in approximately 8 years.

Further, the project will improve key infrastructure services such as the delivery of air conditioning to the Jubilee Room, the Chambers and Hansard. The Jubilee Room's iconic stained-glass ceiling will also receive a much-needed clean and restoration.

In addition to managing this extensive program of building works, the largest undertaken at the Parliament in over 30 years, Facilities Branch will also be focussed on a number of other projects including:

- Developing a Sustainability Strategic Action Plan for 2013-15 and implementing a new environmental sustainability policy framework by June 2014. This will build upon the Parliament's existing Parliament House Sustainability Program, which has been in place since 2008. In this financial year, Facilities Branch initiated a co-mingle recycling program, which should help to see a further improvement in our recycling habits with glass, plastic, aluminium and metal containers.
- To enhance the accessibility of Parliament House, Facilities Branch will be developing a new policy and public information sheet for members, visitors and staff about the accessibility features at Parliament House. Facilities Branch will consult with other business units within the Parliament to review the Disability Action Plan, with the aim of

implementing a series of long term goals for improving accessibility.

- Facilities Branch will continue to make headway with the implementation of the Facilities Asset Management System (FAMS). This online system will replace the existing building request system, and will facilitate more effective monitoring and maintenance of the Parliament's building and heritage assets by 2014.
- In consultation with the Security Committee and the Departments of the Legislative Council and Legislative Assembly, Facilities Branch will develop scope for a security infrastructure review of the parliamentary precincts to ensure best practice is maintained. The review will be implemented by June 2015.





**Phil Goldsmith,**  
**Asset Manager, Building Maintenance**

An integral part of the Facilities team, Phil Goldsmith is responsible for managing the maintenance of the Parliament's many building assets; from office spaces to artworks. Beginning his career in the Loading Dock, he has worked closely with many members and staff over the past 9 years.

And yet Phil's passions and interests actually lie with the arts. Before coming to the Parliament, Phil trained at the Sydney College of the Arts and started a career as an Art teacher. Since coming to the the Parliament, Phil has worked tirelessly to promote the Parliamentary Collection of fine arts and artefacts, as well as oversee the restoration of many key pieces. He is the go-to art guru for the Parliament, and has played an increasingly invaluable role in the organisation of the Parliament's Plein Air Painting Prize, Landscape Photo Prize and underSTATED exhibitions.

Phil has been working hard to build relationships between the Parliament and other government institutions and recently orchestrated the loan of the Parliament's famous Brett Whiteley work to the National Portrait Gallery.

## MEET THE TEAM

# A Sustainable Parliament

Since 2008, the Parliament - via Facilities - has been working to create a more sustainable, eco-friendly and environmentally ethical precinct. The focus has been on introducing more ethically attainable and environmental products wherever possible and on reducing water consumption and energy usage through installing solar panels, recycled water schemes and energy efficient lighting. In addition, the team has looked towards communicating proper recycling and energy use habits to members and staff.

In this financial year, Facilities Branch initiated a co-mingle recycling program, which should help to see a further improvement in our recycling habits with glass, plastic, aluminium and metal containers.

Also in the last financial year:

- 57% of A4 Copy Paper used in the Parliament contained recycled content.
- 44.67 tonnes of cardboard was recycled.
- The 25.6 kilowatt solar array on the roof of the Parliament continued to perform to expectations. Although data was not available at the time of publishing, we are expecting the figures to be similar to last year's output of 29,738 kilowatts of power.

# Information Services Branch

**The Information Services Branch is tasked with meeting the Parliament's various communication and information needs through relevant mobile and office technologies to members and staff, responding to research and information requests, recording the proceedings of the Houses and committees and maintaining the Parliament's repositories of historical, political and corporate knowledge.**

The Branch is comprised of the Information Technology Services (IT Services) team, the Parliamentary Library, Hansard and Records and Archives. Together, these teams help meet the technological, information, research and records needs of the Parliament, in an environment where the way members and staff view, use and distribute information continues to change at a rapid pace.

In the past financial year, the teams have been driving innovative solutions to the Parliament's information needs, upgrading technologies used to capture and distribute information and providing opportunities for members and staff to more effectively access the Parliament's systems whilst on the move. In addition, the Parliament's corporate records have received much attention, in order to put in place more effective management practices across the parliamentary departments.

## INFORMATION TECHNOLOGY SERVICES

The IT Services team provides the technological infrastructure of the Parliament and the 95 electorate offices across NSW. They are on call

and on hand to assist members and staff with their computers, mobile devices, and network issues and helping the corporate Parliament to accomplish everyday tasks and connect with colleagues, stakeholders and the community.

## Highlights of 2012-2013

During the 2012-2013 financial year:

- A major multi-year project to migrate from Novell Groupwise to Microsoft Active Delivery, Outlook and Windows 7 was completed (see feature over the page).
- Members, and relevant staff now have access to parliamentary emails and contacts via iPhones, iPads, Androids and Blackberries.
- A simpler, expanded Wi-Fi network was established in public areas and meetings rooms at Parliament House.
- Web streaming of parliamentary proceedings was upgraded to work with Apple and Windows systems. Streaming services were also extended to committee hearing rooms. For example, budget estimates hearings for this financial year were streamed live for the first time.
- Working with NSW Procurement, more cost-effective telecommunications rates and plans for mobile data communication services, now also covering iPhones, were negotiated with Telstra.



### **Plans for 2013-2014**

- A number of challenges face the delivery of IT services within the Parliament, including:
  - » Keeping pace with clients' diverse and evolving technology needs
  - » Risks associated with the adoption of increasingly complex, interconnected technology
  - » Managing rising costs within a contracting budgetary environment
- A strategic review of section operations is underway, to ensure our services are relevant and effective with a report due in the 2013-2014 financial year.
- Further expansion of the wireless network is planned to cover the entire Parliament House building.
- Additional services to support members' use of mobile devices are planned which include a managed solution for mobile devices which will offer enhanced information security, as well as the capacity to share and maintain version control of sensitive documents across multiple computers and mobile devices.
- Our approach to addressing new Federal accessibility standards is under consideration, which requires live captioning of all web-streaming from government websites after December 2014. Notably, the Parliament

already publishes a text version of its streamed content in the form of Hansard and committee transcripts.

### **NOVELL TO MICROSOFT NETWORK AND MESSAGING MIGRATION**

The Parliament's migration to a Microsoft network and messaging environment has represented the most fundamental change to the Parliament's network since the mid 1990's when it was first established. The scope of work has included:

- replacement of Novell Groupwise with Outlook and Exchange 2010.
- replacement of Novell eDirectory with Microsoft Active Directory, being the means of controlling user logins to the network, and access to network resources including printers, shared drives and applications.
- replacement of Windows XP desktops with Windows 7.
- replacement of the Office 2007 desktop suite with Office 2010.
- the reconfiguration of all parliamentary smartphones to receive email from Microsoft Exchange instead of Groupwise.
- for remote access users, replacement of the Novell Netapp web portal with a new Citrix remote desktop solution.
- the creation of 98 new virtual servers.

Including planning and procurement, the migration was completed over two years on time as scheduled in March 2013.

- *In the 2012-2013 financial year, the IT Service Desk received 11,266 support calls*



## THE PARLIAMENTARY LIBRARY

The Parliamentary Library is the repository for an extensive collection of printed materials, historic artefacts, sophisticated information networks and online databases; all of which support the information needs of members and staff. In addition, the team also provides crucial research, reference and information services to support members, with a strong emphasis on monitoring media resources.

The oldest library of its kind in Australia, it is a unique and valuable asset to the parliamentary precinct, and to its corporate environment. In recent years, the team has been working to establish a balance between the old and the new, as the Library seeks to keep pace with the changing and evolving ways in which clients send and receive information.

### **Highlights of 2012-2013**

- A new automated media release harvesting system 'Webscout' was launched by the Parliamentary Library this financial year, greatly enhancing the media monitoring services offered by the Library to members and staff.

This ground breaking technology automatically collects media releases from a range of websites and online sources, including those of government departments, backbenchers and crossbenchers. Webscout also brings

additional search capacity to the Library's media releases collection, with new media releases now indexed by party affiliation and electorate.

The system not only saves time but also provides the Library with a consistent and comprehensive approach to collecting information from online sources, which has potential application beyond the media releases collection.

- Members and others can now follow the Parliamentary Research Service on Twitter @NSWParlResearch, where all of our publications are posted.
- 55 private research papers were written by the Parliamentary Research Service in response to individual requests from members and staff.
- 42 research papers were published by the Parliamentary Research Service on the Parliament's website. These include 5 papers relating to bills before the Parliament, 21 papers on topical issues such as defence of provocation, planning reforms, and the Australian curriculum, and 14 statistical papers on NSW electorates, the economy, state finances, and health, and resources.

In 2012-2013, reference librarians answered 4,467 reference queries and provided in-depth research on over 658 topics



- The Library continued to develop its collection, but with a greater focus on digital resources. 4,102 media releases from NSW Government, members of Parliament and political parties were added to the Library's Media Releases database. 1,900 new books and 5,000 journal issues were also collected.

#### ***Plans for 2013-2014***

A number of strategic challenges face the Parliamentary Library's operations including:

- keeping pace with clients' needs for accurate and timely information while the amount of information available globally continues to grow exponentially.
- addressing storage issues as well as leveraging the pervasiveness of digital information available today, by shifting away from collecting just-in-case to retrieving just-in-time.
- managing rising costs within a contracting budgetary environment.

Planning is under way for a project to address a number of issues with the storage of records, archives and library materials at Parliament House.

#### **20 YEARS OF RESEARCH**

The Parliamentary Research Service celebrated its 20th anniversary this year. Since its inception, the Service has published nearly 700 research papers and responded to over 1000 research requests. Published papers have covered subjects as diverse as zero tolerance policing, plastic bags, prison privatisation, women in Parliament and options for a second Sydney airport. A firm favourite are papers on electoral studies.

Papers published by the Research Service reach a wide audience, including the public at large. A request for one of its papers on outsourcing in the public sector has been received from as far afield as Bolivia! Research papers have been mentioned in Hansard, academic books and journals, by the Law Reform Commission plus in both the national and local press. As a sign of the times, these publications are now posted on Twitter.



## PARLIAMENTARY REPORTING (HANSARD)

Parliamentary Reporting staff prepare the official report of debates in the Legislative Council and Legislative Assembly (Hansard), as well as transcripts of committee hearings. The team continues to provide a crucial service to members and staff, as well as to the people of New South Wales, many of whom subscribe to or access Hansard records online for their own purposes, whether it be personal, business or community-driven.

### *Highlights of 2012-2013*

- During the 2013 summer break, the Parliament's ageing audio recording system was replaced, providing staff with instant access to reply audio and video footage of proceedings from any point in time, as well as the capacity to isolate sound from one of multiple channels in each venue. Hansard staff make use of the system to ensure the accuracy of transcripts. The system also includes mobile kits used to record hearings outside Parliament House. The new system has already delivered benefits such as reducing the number of staff required when committees travel.
- Also over the summer break, all Hansard computers were updated to use the latest Dragon voice-recognition software.
- A strategic review of Hansard operations was completed to address a number of challenges

to the successful long-term operation of the service (see feature on opposite page).

- Full text daily proofs of transcripts were uploaded to the Parliament's website within three hours of the last House rising. Performance achieved: 98%
- Articles of daily proofs were prepared, indexed by speech title and Member name and uploaded to the Parliament's website by 10:30am the next day. Performance achieved: 98%
- The bound volumes for 2011 were published in August 2012. The 2012 proceedings of the First Session of the Fifty-fifth Parliament were prepared by the end of July 2013 in readiness for the binding process in the new financial year.
- Transcripts of committee hearings conducted within Parliament House, including estimates hearings before the General Purpose Standing Committees of the Legislative Council, were prepared daily and forwarded to the committee secretariat for publication on the Parliament's website within three hours of the adjournment of the final committee hearing each day. Performance achieved: 100%
- Transcripts of regional committee hearings were transcribed and forwarded to the committee secretariat within two working days of each hearing. Performance achieved: 98%



## STRATEGIC REVIEW OF HANSARD

A strategic review of Hansard operations was undertaken to address a number of challenges to the successful long-term operation of the service which included; a funding shortfall, a reliance on shorthand skills and the need for technology upgrades and appropriate strategy to guide them.

The review resulted in 12 recommendations which were based on extensive consultation including 36 personal interviews with members, parliamentary reporting staff, clerks and other senior departmental staff, and engaging with external Hansard subscribers and other Australian parliaments. Key recommendations included:

- the introduction of more flexible methods of reporting which use audio recordings and voice recognition technology
- discontinuation of proof 'daily' and 'weekly' print runs in favour of improved online publications
- the introduction of part-time employment arrangements for certain Hansard staff, structured around Parliament's sitting schedule

During the 2012-2013 financial year:

- The Legislative Council sat on 60 days and the Legislative Assembly sat on 57 days, generating 8,511 pages of parliamentary record
- The Parliamentary Reporting team also reported on 117 committee hearings, generating a further 4,175 pages of record



## RECORDS AND ARCHIVES

Maintaining the many relics of the Parliament's long and eventful history falls to the Records and Archives team, who are tasked with maintaining the many important documents, artworks and other artefacts that tell the story of the development of the Parliament and democratic government in NSW. From old photographs, to petitions, original Hansard transcripts, historic books and artworks to objects of interest such as seals, printing presses and costumes, there are thousands of historic records housed at the Parliament.

At the same time, the Records and Archives team must meet the needs of the contemporary Parliament, and are tasked with organising and managing the Parliament's many corporate records via the recently implemented electronic records management system TRIM.

### **Highlights of 2012-2013**

- The Parliament has a multi-year corporate records management program in place to establish consistent records management practices across the three parliamentary departments.

This year saw the establishment of a Functional Retention and Disposal Authority in consultation with State Records. This identifies standards for the management of the unique records which Parliament creates

and maintains, including whether they are ultimately destroyed or retained permanently as parliamentary archives, and the period for which they are retained.

Drafting of these standards involved wide consultation not only across the Parliament's three departments but also externally. State Records' endorsement provides a further level of assurance that the standards adopted by the Parliament are responsible and consistent with best practice.

- Records and Archives staff played a crucial role in the development and delivery of the *Twenty Five: Stories from Australia's First Parliament* exhibition, working in consultation with the organising committee to source many rare and precious objects, documents and artworks from the Parliamentary Collection and archives.

### **Plans for 2013-2014**

- In conjunction with the Parliamentary Library, planning is under way for a project to address a number of issues with the storage of records, archives and library materials at Parliament House. Planned over the following two financial years, the Library and Records Repository Project will specifically address issues such as storage spaces being over-capacity and the need for better compliance with current building codes and work, health & safety standards.





The work on this project will involve much more than an upgrade of existing storage infrastructure in Parliament House. An early estimate is that well in excess of 1.2km of material will require relocation or disposal. Policies and processes are being finalised to ensure that the Parliament retains proper control over these assets, and that any disposals are managed in an appropriate way.

- 86,318 new records were registered in the Parliament's corporate records management system, representing an increase of 213% compared to the previous financial year
- The total number of records registered in the Parliament's corporate records management system now exceeds 275,000



# Parliamentary Catering

**Arguably one of the most popular services offered by DPS, Parliamentary Catering provides in-house dining and function facilities for Members and staff, as well as corporate bodies and community groups.** The team brings together a group of hospitality administrators and event planners, pairing them with skilled chefs, baristas, and kitchen and wait staff.

The Parliament of NSW supports regional NSW growers, suppliers and manufacturers wherever possible. From meat, vegetables, fruit, beer and wine through to coffee beans, sandwiches and meat pies, each meal served at the Parliament aims to showcase the very best that NSW has to offer.

There are quite a few catered venues within the Parliament that feed thousands of guests each year, including the Members' and Strangers' Dining Rooms, Café Quorum, the Waratah Room, Theatrette, Jubilee Room, Parkes Room, the Fountain Court and the Rooftop Garden.

Over the past 12 months, the Parliamentary Catering team has been focussed on improving the menus offered to members and staff, which includes the hot and pre-packaged meals available in the café, as well as the fine dining experience offered in the restaurants. The team has also been directing its energies into seeking out new opportunities to engage with corporate clients, in order to expand operations and opportunities for revenue-raising.

## *Highlights of 2012-2013*

Parliamentary Catering prides itself on exceptional standards of services, offered in an environment that is unlike any other, with its unique mix of heritage and modern features.

Over the years Catering has become an integral part of the institution, serving meals and hosting functions that leave a memorable impression on all visitors, from community groups to international dignitaries to the members and staff who work within the precinct year round. Just some of the functions hosted throughout the year include:

- The Legacy Annual Luncheon
- The Premier's Iftar Dinner
- The Affinity Intercultural Foundation Dinner
- The Disability Awards
- The 2012 Parliament of New South Wales Spring Ball
- The 2012 Royal Flying Doctors Luncheon
- The 2012 Justice Awards
- The 2012 Red Cross Luncheon
- The 2012 Parliament of New South Wales Aboriginal Art Prize
- The 2013 Woman of the Year Awards

In 2012-2013, Parliamentary Catering served approximately 6,520 litres of soups made by our chefs.



- The 2013 St Patricks Day Luncheon
- The 2013 Diamond Jubilee Coronation Celebration Luncheon
- The 2013 Premier's Morning Tea for Mother of the Year
- The 2013 State Visit Luncheon
- The 2013 UN International Women's Day
- The 2013 Australian Father of the Year Awards
- The 2013 United Nations Day
- Fundraising events for community and charity groups including Shine for Kids, Alzheimer's Australia, White Ribbon Day and the Japanese Earthquake Appeal
- The Twenty-Five: Stories from Australia's First Parliament exhibition launch
- The Centenary of the Commonwealth Parliament Association
- The Marie Bashir Peace Awards Presentation
- Diplomatic functions and embassy events including Bastille Day celebrations, Vietnamese Independence Day and the National Day of Sri Lanka
- Events hosted by the Department of Premier and Cabinet
- Events hosted by members of Parliament.

#### ***Plans for 2013-2014***

Over the next 12 months, Parliamentary Catering will be focussed on finding new and innovative ways to improve and enhance our standard services.

Plans include:

- The reinvigoration of restaurant and café menus.
- The installation of a wireless connection in the Members' and Strangers' Dining Rooms, which will help our patrons stay connected during their event, while enabling the installation of a new Point of Sale system that will improve speed and accuracy of orders.
- In addition, Catering will also focus on finding opportunities to market the external functions and events service by way of direct marketing to corporate bodies, public sector agencies and other industry contacts.
- With the planned program of extensive kitchen renovations (outlined in the Facilities Branch report), Catering will also be able to implement significant service improvements.

For example, the new kitchen layout will greatly improve the efficiency of operations, while new equipment will improve the quality and consistency of the dishes prepared. The kitchen redesign will also increase capacity to host external caterers and provide further opportunities for the Parliament to raise revenue.



***Alex Galanis***  
***Barista***  
***Parliamentary Catering***

One of the most familiar faces of DPS, Alex is the resident Barista in Café Quorum; the Parliament's main coffee hub and a pit stop for many throughout the day. With a smile and a chat, Alex serves cappuccinos, flat whites, long blacks, short blacks, piccolos, lattes, mochas, chai teas, hot chocolates and just about any hot beverage you can think of to Members, staff and guests.

"Coffee has been a passion of mine for many years, long before I started as a Barista over 15 years ago," says Alex. "I've had a lot of barista jobs over the years but this is my favourite. It's my love of coffee and the people that I deal with on a daily basis that makes my job enjoyable."

## MEET THE TEAM

# Financial Services Branch

**The Financial Services Branch encompasses the Accounting Services and Members' Entitlements teams, providing a range of expert advice, information and services on matters such as:**

- The payment of invoices and claims
- Invoicing of clients and debt collection
- Statutory financial reporting
- Compliance with GST, FBT, Payroll Tax and PAYG requirements
- Control and maintenance of the fixed asset register
- Management reporting
- Budgeting and financial control
- Liaison with central agencies in relation to funding and governance requirements
- Coordination of internal and external audits
- Corporate governance and support for the Audit and Risk Committee
- Risk management
- Coordination of Business Continuity Planning and management.

The Members' Entitlements team specifically offers advice and guidance to newly elected and existing members seeking to interpret rulings of the Parliamentary Remuneration Tribunal, as well as other policies and legislation. They also receive and assess members' claims against additional entitlements and develop policies relating to the use of entitlements. With such Member-specific services on offer, the team are often required to deal directly with members of Parliament and the staff, requiring particular skills in relationship management and communication.

Over the past financial year, the Financial Services Branch has been busy working to streamline, strengthen and improve their standards of service. For example; ensuring the Parliament's compliance with end of financial year reporting conventions and tighter statutory deadlines; improving internal reporting processes to produce more effective and consistent reports; reviewing the *Department of Parliamentary Services Members' Entitlements Handbook*; and more actively promoting the Branch to members and their staff. In addition, the team has been testing the application of online technologies to their services, including a trial of electronic claims submissions, and working with the SAP portal to improve the management of the Parliament's many assets.

## **Highlights of 2012-2013**

- Fulfilled the requirements of the mandatory early close procedures and subsequent audit improvement process for end of financial year reporting.
- Developed improved processes and templates for budget management to ensure more effective monitoring of monthly performance, resulting in the Parliament achieving a favourable budget outcome for 2012-2013.
- Incorporated all asset information in the SAP financial information system, leading to improved asset management and reporting.
- Managed the revaluation of the Parliament's Library and Archives collection, which features



many rare and precious items gathered throughout the 200 year history of the colony of New South Wales.

- Transitioned corporate credit card services from Mastercard to Visa Card.
- Completed the annual financial statements for the year ending 2012-2013, meeting the significantly tighter statutory deadlines.
- Enhanced the delivery of educational material to members' staff through increased participation in induction programs, attendance at Electorate Officer Reference Group meetings and regular presentations in departmental newsletters.
- Moved to electronic document management for all files and documents created by the Members' Entitlements team.
- Implemented a trial with a pilot group of 12 Member's offices to submit claims electronically.
- Improved the production, checking and distribution of monthly expenditure reports to better identify and correct anomalies, and to ensure more timely dispatch of reports to members' offices.
- Developed a set of newly improved service standards for the Branch.

- Completed a review of the *Members' Entitlements Handbook*; an important information resource for newly elected and existing Members.
- Reviewed the year-end processes of the Members' Entitlements team to ensure that expenditure incurred in a financial year is recorded and reported in the same year.

The Members' Entitlements team received, assessed and processed more than 50,000 Members' claims and provided a writer appraisal for more than 500 publications (such as newsletters to constituents)



### **Plans for 2013-2014**

Looking forward, the Branch will continue to find ways to improve services and will also focus in particular on providing education to clients, ensuring that all members, staff and staff of the Parliament have access to information relating to financial services and entitlements.

- Review the current team structure to ensure that the services provided meet the requirements of our clients.
- Plan for the full electronic management of financial documents from receipt through to record stage.
- Expand the electronic management of members' claims.
- Update the Business Continuity Plan and work to implement some of the key action points.
- Review the corporate governance strategy and delivery.
- Develop a suite of financial policies and procedures to make such information more readily accessible and easy to understand for clients across the Parliament.
- Further develop education material to help newly-inducted Ministerial and members' staff to better understand the administration of Members' entitlements.
- Develop e-learning programs for members, in consultation with the People & Engagement Branch.



### **Tass Miroforidis Advisor, Members' Entitlements**

Tass' role involves the provision of guidance and advice in the interpretation of the Parliamentary Remuneration Tribunal (PRT) determinations and rulings, as well as other policies and legislation, to support members in the appropriate use of entitlements.

A challenging role to say the least, it is one that often places Tass under considerable pressure to provide a timely and accurate response. "There is no room for making assumptions," he says. "Members rely on the expertise and knowledge of the Members' Entitlements when self-assessing the legitimacy, accuracy and legislative compliance of their claims and it is my role to ensure the advice provided is current and correct. The phrase 'one size fits all' does not apply to the advice provided."

And yet Tass handles it all with professionalism and aplomb, and is now one of the most recognised faces of the Financial Services Branch.

In addition to providing advice, he is also involved in delivering education and training to members and their staff to help them better understand and navigate the often daunting set of rules and guidelines around entitlements.

Thankfully, Tass enjoys the role, and has found his place within a dedicated team. "My workplace motto is simple," he says. "Each day provides a new opportunity and a new skill gained. The ability to work with and share my ideas and skills with others makes each day a rewarding experience and this is very much evident in the professional attitudes of my co-workers and workplace environment."

## MEET THE TEAM

# The Last Duel

## The Last Duel

Sir Thomas Mitchell, the author of this important book, was a former soldier in the Napoleonic Wars, who led four expeditions to the interior of Australia including the famous 'Australia Felix' expedition which led to the settlement of present day Victoria. From 1827 to 1855, Mitchell was the Surveyor-General for New South Wales, which means he planned many of the roads we still use today. This book is a record of that achievement.

Restless by nature and quick to take offence, Mitchell's other claim to fame is that he fought one of the last duels in Australia. His opponent was Stuart Donaldson, who five years later became the first Premier of New South Wales. Like many such arranged engagements where the challenger believes his honour has been besmirched, the duel was over nothing much. Words were said; apologies demanded; friends got involved; and somehow things went from bad to worse.

At half-past four, on 27 September 1851 the duel was fought. The *Sydney Morning Herald* wrote that both Mitchell and Donaldson fired three shots, one passing through Mr Donaldson's hat, another within an inch of Mitchell's throat.

A close call for the future Premier! For Mitchell too, a man who said he spent all his life 'between extremes'.

***At 4:30pm on 27 September 1851 Thomas Mitchell, the Surveyor-General for New South Wales squared off against Stuart Donaldson, a member of the NSW Legislative Council who later became our State's first Premier. Pistols at the ready, the two men were poised to fight (and survive) one of the last duels in Australian history.***

***Turn the page to find out more...***

# CASE STUDIES

## *Twenty Five: Stories from Australia's First Parliament*

Like many such engagements, it all started over nothing much. Words were said; apologies demanded; friends got involved; and somehow things went from bad to worse. The *Sydney Morning Herald* wrote that both Mitchell and Donaldson fired three shots, one passing through Mr Donaldson's hat, another within an inch of Mitchell's throat. A close call for the future Premier! For Mitchell, too, a man who said he spent all his life 'between extremes'.

The history of our State is full of such colourful and revealing stories and in January 2013, the Parliament brought these and other tales to life with a significant public exhibition, *Twenty Five: Stories from Australia's First Parliament*.

Opened on Wednesday 17 January by Professor Marie Bashir, Governor of New South Wales and by the Presiding Officers of the Parliament, the exhibition showcased an incredible selection of artefacts and artworks from the Parliamentary Collection; many of which had never before been on display to the public.

One of the highlights was a muster book from 1800, the first known census of colonial settlers. The fragile pages, now over two hundred years old, offer a rare glimpse into the lives of our forebears, revealing, for instance, that David Batty was a hat maker and Edward O'Hara a soap boiler.

Another fascinating object was a surf lifesaving reel from 1941, which carried over 100,000 signatures calling on the Parliament to support continued restrictions on the sale alcohol for the duration of WWII.

The exhibition provided the opportunity to display some of the Parliament's rare and precious collection, which we maintain in perpetuity for the people of New South Wales. Through the exhibition, the Parliament was able to realise its community engagement objectives; promoting both the history of the Parliament and its role in the ongoing development of the State.

Well received by an audience of members of Parliament, former members, staff and the community, the exhibition received an estimated 15,166 visitors during its showing from January through until the end of March 2013.

Produced in just 22 weeks, it was an incredibly large undertaking for staff of the Parliament. We are proud to say that the staff of DPS played a pivotal role in its development and implementation, with staff from Parliamentary Education, Public Relations, Library, Archives and Facilities project managing the design, development, publicity and installation of the exhibition, in consultation with representatives from the House departments and the Office of the





OCCUPATION.	RESIDENCE.
<i>Farmer</i>	<i>Hurstville</i>
<i>Guard</i>	<i>Graydon St Peters</i>
<i>Police</i>	<i>W. Donaldson</i>
<i>Business</i>	<i>Nelson St. Macquarie</i>
<i>Plumber</i>	<i>Marwickville</i>
<i>Plumber</i>	<i>Marwickville</i>

President. DPS staff also managed the complex process of restoring and conserving some of the more fragile and significant items, including a bust of William Charles Wentworth, carved by Achille Simonetti c. 1893.

Importantly, the exhibition was cost neutral to the Parliament. Sponsorship was secured to cover all costs and we would like to acknowledge principal sponsors the NSW and Sydney Business Chambers and secondary sponsors Thies and Macquarie Bank.

An initiative of the President of the Legislative Council, the exhibition was a major success, and is a credit to the ability of our staff to work above and beyond the call of duty when it comes to creating opportunities for the community to learn more about the history and development of this great State of NSW.





# CASE STUDIES

## *The Parliament of New South Wales Spring Ball*

There are many charities in NSW, working hard to improve the lives of members of the community, whether it is in relation to health, education, the environment, or generally improving lifestyles and the standards of living for individuals and families.

The Parliament of NSW is committed to supporting the work of these organisations and through them the wider community. In early 2011, a committee comprised of members and staff of the Parliament met to devise a new mechanism by which we could raise much-needed funds for the charities of New South Wales. And so the Parliament of New South Wales Spring Ball was developed.

A night of glitz, glamour and entertainment hosted at historic Parliament House, the Spring Ball is one of the few events to lay claim to the challenging feat of bringing together politicians, journalists, corporate chiefs and parliamentary staff, all in support of a charitable unified cause.

This formula has certainly proven a recipe for success, with over \$140,000 raised to date for a diverse range of organisations and causes in NSW; many of them grass roots and community driven. These are: The Royal Flying Doctor Service, Camp Kookaburra, Royal Far West, The Schizophrenia Research Institute, Shine for Kids, The Bush Children's Education Foundation, Can Assist, Make a Difference, Noah's Ark Toy Library for Children with Special Needs and Alzheimer's Australia-NSW.

The Ball also provides opportunities for other areas of the community to shine, with the first class menus highlighting local growers and suppliers; the entertainment provided by community groups and local performance artists; and the auction items provided by local businesses.

With a reputation that continues to grow, it should come as no surprise that the 2013 Ball is currently one of the most highly anticipated events on the social and political calendar, with planning well underway to deliver another stellar evening.

Each year, the event is carefully planned and run to a tight budget. A planning committee consisting of members, members' staff, parliamentary staff and representatives from the press gallery work together to plan everything from the colour of the table cloths, through to the menu, program of entertainment and the coordination of ticket sales.

We are proud to note the role played by DPS staff in bringing this event to life in helping the Parliament to achieve its philanthropic goals. Each year, our Parliamentary Catering team works tirelessly to stage a seamless and high quality three course dinner for 300 people in the midst of a busy parliamentary sitting week. No mean feat with a building already filled with people! Our Public Relations Manager, meanwhile, has helped to drive the acquisition of corporate supporters for the Ball, forging new relationships for the Parliament and ensuring that the event reaches its fundraising goals. It is also important to note the tireless efforts of Ann Lewis, Secretary Research Assistant to the Hon Melinda Pavey MLC. Without Ann, the event simply would not happen!

The Parliament of New South Wales Spring Ball will continue to be an important fundraising initiative of the Parliament. The organising committee is already working hard to ensure a seamless, professional and entertaining evening for 2013, with fundraising goals set higher than before. So watch this space!

# CASE STUDIES

## *Progress in the Pacific*

**As part of the Commonwealth Parliamentary Association's (CPA) twinning program, the Parliament of New South Wales has partnership arrangements (is 'twinning') with parliaments of the Autonomous Region of Bougainville (Bougainville House of Representatives) and the Solomon Islands (National Parliament of the Solomon Islands).**

With funding from AusAid (which commenced in April 2010), we have been able to commence and work through a program of activities that will help to build organisational capacity and strengthen parliamentary democracy in the Solomon Islands and Bougainville who, like NSW, are based on the Westminster System of responsible government, albeit with considerably less experience and resources than their Australasian counterparts.

The core of this vital Twinning project is secondments and placements of staff between the Parliaments, allowing officers from all three parliaments to learn from one another and gain valuable experience and knowledge. Secondments and placements are part of a comprehensive program to ensure that experience gained by the participants is relevant and can be translated into sustainable change in the home Parliament.

Recent activities conducted with our twinned parliaments have focussed on strengthening procedural support for members, building inquiry management skills within Committee secretariats and conducting needs analyses of Hansard and Library sections.

Staff of DPS will play a particularly important role in the coming months as priorities shift to a greater focus on parliamentary support services including information technology, hansard, library and research services and education and community engagement. An additional focus will be improving the financial and administrative capacity of the parliaments, to better support their efforts to take more control over the finances and corporate functions of the Parliament.

In the past financial year, DPS has been involved in a number of Twinned activities, working in close consultation with the Departments of the Legislative Council and the Legislative Assembly,

as well as the Twinning Project Coordinator.

- DPS staff assisted with and attended a Twinning Conference held in Honiara during July 2012. Following on from the annual Presiding Officers and Clerks Conference, this conference involved all Pacific and Australian parliaments currently twinned under the auspices of the CPA.
- Following the conference, a Twinning workshop was held for staff of the three parliaments, providing an opportunity for key parliamentary officers to meet and share ideas. The workshop included a particular focus on the areas of IT and corporate strategy with Nicholas Sozou (IT Services) and Julie Langsworth (Deputy Executive Manager) lending their expertise in information services, human resources and corporate governance.
- In November 2012, funding from the Twinning project helped to make it possible for parliamentary educators from the Solomon Islands and Bougainville to attend the Australasian Parliamentary Educators Conference in Perth, Western Australia. In January 2013, Hansard officers from the Pacific parliaments were similarly able to attend the Parliamentary Hansard Conference in Perth, Western Australia. In both instances, the officers were able to meet with their New South Wales counterparts to gain more insight into education and community engagement initiatives, as well as recording and reporting options for their parliaments.
- In January 2013, IT Officer Sunjay Dhari from the National Parliament of the Solomon Islands undertook a week long secondment with the Information Services Branch of DPS, learning more about the ways in which we support

the information systems and technologies of members and staff.

- In May 2013, additional staff from the Solomon Islands were seconded to the Parliament of NSW, including Marisa Pepa (Education), Rexford Koutu (Hansard) and Stephen Hachi (Media/IT). This week-long secondment provided further opportunities for the sharing of experience and for key learnings to be taken away applied in the Pacific context.

### ***Preparations for the Regional Youth Parliament***

In addition to staff secondments, the Twinning project has also allowed for the parliaments to work together on developing important new means through which to better engage with regional communities and schools – a goal that is common across all three regions.

The Parliament of New South Wales, the National Parliament of the Solomon Islands and the Autonomous Region of Bougainville House of Representatives each takes turns to host a Youth Parliament as part of an ongoing commitment to civic education. Youth Parliaments provide important opportunities for secondary school students to learn more about the inner workings of parliaments, and the role that they play in participatory democracy.

Since the Twinning project commenced in 2010, the possibility of having students from Bougainville and New South Wales attend the Solomon Islands Youth Parliament has been the subject of discussions between education officers from the three parliaments. From the NSW perspective, it has involved in particular the Manager Parliamentary Education, Jeannie Douglass and Education Officers Daniela Giorgi and Rita Bila, all from the People & Engagement Branch.

In the past financial year, the parliamentary educators have worked hard to take their discussions and turn them in concrete plans and we are pleased to announce that the inaugural Regional Youth Parliament will take place in Honiara, in September 2013. The Youth Parliament will be comprised of 20 students from the Solomon Islands, ten students from Bougainville and five students from New South Wales. This has been made possible through funding allocated under the Twinning project, funding from the Commonwealth Parliamentary Association, the

Solomon Islands Government, the United Nations and sponsorship from Virgin Australia.

The event will provide a fantastic and truly once in a lifetime opportunity for the students to come together and share their thoughts, knowledge and experiences with peers from vastly different backgrounds. With the inaugural theme of 'Youth partnership for climate change: think local, act now!' we look forward to seeing what these bright young minds will bring to bear as they participate in staged committee hearings, debate on a Bill and engage in other parliamentary proceedings.

The Twinned arrangements between our three parliaments have been overwhelmingly effective and successful in their relatively short history. In addition to new and exciting initiatives such as the Regional Youth Parliament, there have been significant improvements to the way in which the Pacific parliaments conduct their parliamentary business. Most significantly, it has resulted in better relationships between the Parliament of NSW and the Pacific parliaments, who have so much in common and so much to share.

DPS is proud of our continued involvement in this vital program, and we look forward to further opportunities to actively contribute to the development of parliamentary systems and business for our Pacific neighbours.

# CASE STUDIES

## *Building a New Corporate Brand*

A major cornerstone of effective corporate communications is the ability to impart a sense of professionalism and unity when communicating on behalf of an organisation.

In the case of DPS, this has been an important consideration in recent times, as the relatively new department has sought to establish a clear identity within both the corporate body of the Parliament, and the wider audience of government agencies, the private sector and the general public.

In the past financial year, the department has completed a comprehensive corporate branding project, which recently culminated in the launch of a Style Guide encompassing our core values and objectives, as well as a set of guidelines for establishing a contemporary and professional visual brand.

This brand will be crucial to helping DPS establish a more effective, unified and consistent corporate identity, and will further strengthen the department's overall approach to corporate communications with its internal and external clients.

Commencing in the previous financial year, the branding of DPS was driven by the Office of the Executive Manager, in close consultation with the Public Relations Manager and the DPS Executive

Team. The aim was to create a visual identity to bring together the goals, objectives and values of the department, and unite the team under a professional and contemporary banner; one that could be applied all aspects of communication from emails to corporate reports.

The final brand elements include a corporate style guide for appropriate formatting, language and consistency in communications. A comprehensive set of guidelines have been developed and provided to staff to help assist them in working with our refreshed visual identity.

We are certain it will become synonymous with the professionalism, unity and pride in our work, which are central to our values as a department servicing the Parliament and the people of New South Wales



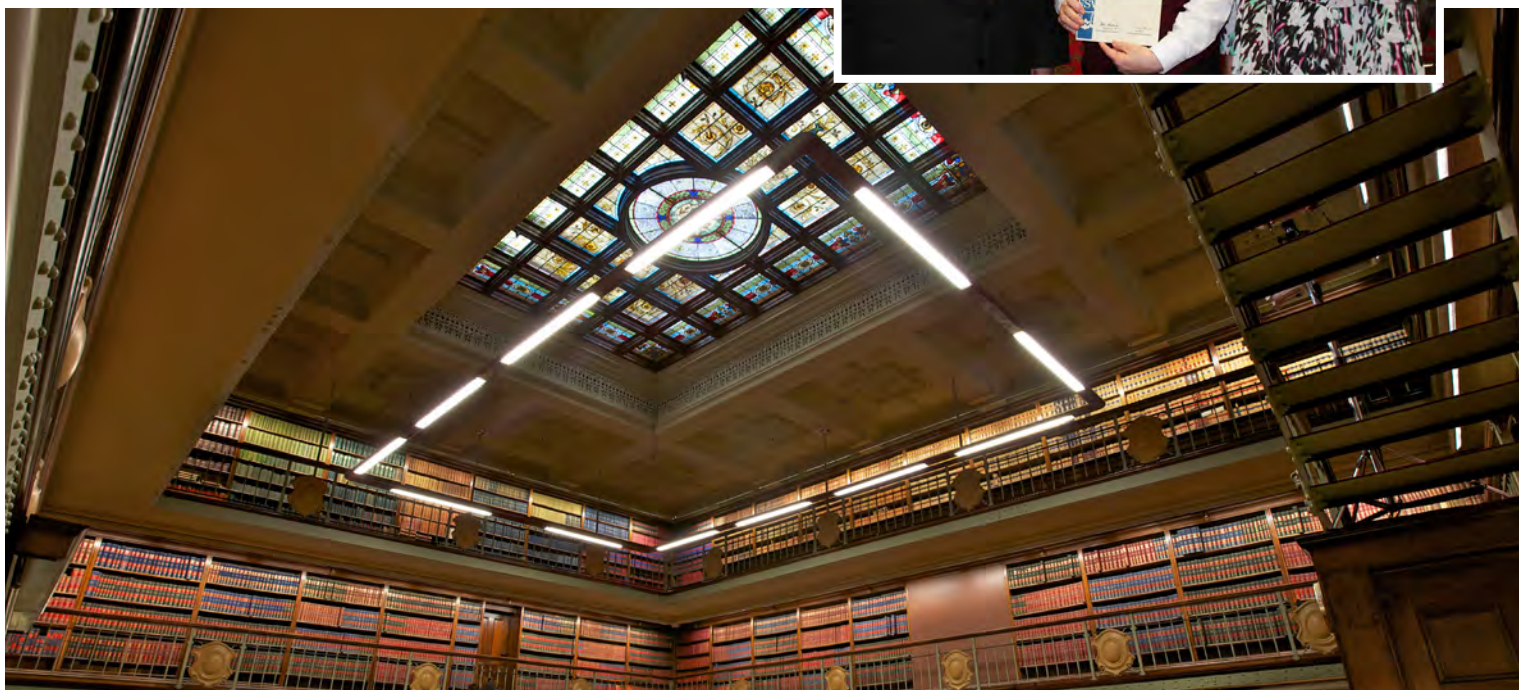
## THE DEPARTMENT OF PARLIAMENTARY SERVICES STYLE GUIDE 2013



# Parliamentary Service Awards

Each year, the Parliamentary Service Awards are issued to a select group of staff from across the parliamentary departments, in recognition of their loyalty, professionalism and outstanding years of service to the Parliament and to the people of New South Wales. In the past financial year, 27 staff from DPS reached significant milestones. They are:

Jacqui Rowland - 10 years  
Victoria Vaughan-Smith - 10 years  
Norma Pinheiro - 10 years  
Andrew Fitzpatrick - 10 years  
Pamela Jeremy - 10 years  
Annemarie Doyle - 10 years  
Maria Marcinkus - 10 years  
Kathleen Smith - 10 years  
Mai Le - 10 years  
Charlotte Page - 10 years  
Greg Chu - 15 years  
Vicky Bozionelos - 15 years  
Elena Molina - 15 years  
Catherine McKenna - 15 years  
Karen Hunt - 15 years  
Julie Kirchner - 20 years  
Teresa Gomez - 20 years  
Helene Bell - 20 years  
Stuart Lowe - 20 years  
Karen Turner - 20 years  
Kerrie O'Brien - 20 years  
Katherine Slade - 20 years  
Melinda McIntyre - 20 years  
Pru Jessep - 20 years  
Jose Oliveira - 25 years  
Brett Wright - 30 years  
Alistair Leonard - 30 years



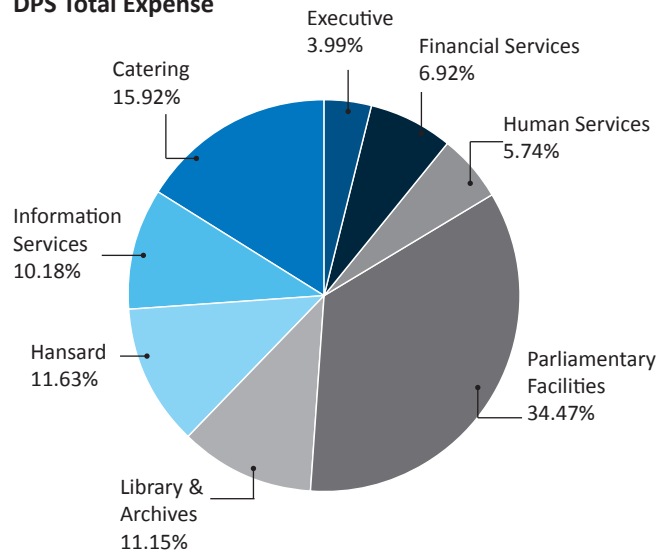
# Financial Commentary

The net cost of services for the Department of Parliamentary Services was \$24.326 million and represents 19.98% of the total net cost of services of the Parliament for the 2012-13 financial year. This reflects a favourable variance against budget of \$2.021 million or 7.67%. The main reason for this variance is recognition of library assets for the first time this year of \$2.599 million. The net cost of services was \$2.133 million lower than the previous year mainly due to the recognition of these assets.

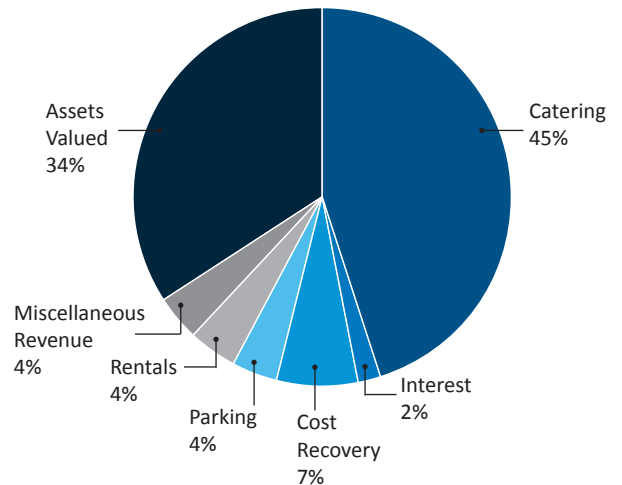
The catering activities, including the hosting of functions, generate 68% of the Department's revenue, which supports the operations of the Parliament and encourages community access.

Employee related expenses accounted for 56% of the total expenses of the Department of Parliamentary Services.

**DPS Total Expense**



**DPS Revenue**





*Start of unaudited financial statements*

**Department of Parliamentary Services**

**Statement of comprehensive income for the year ended 30 June 2013**

	Actual 2013 \$'000	Budget 2013 \$'000	Actual 2012 \$'000
Expenses excluding losses			
Operating expenses			
Employee related	17,793	17,496	18,004
Other operating expenses	9,773	9,676	9,581
Depreciation and amortisation	4,198	4,080	3,254
<b>Total Expenses excluding losses</b>	<b>31,764</b>	<b>31,252</b>	<b>30,839</b>
Revenue			
Sale of goods and services	4,512	4,724	3,912
Investment revenue	118	108	263
Grants and contributions	103	-	-
Acceptance by the Crown Entity of	-	-	-
Other revenue	2,814	73	205
<b>Total Revenue</b>	<b>7,547</b>	<b>4,905</b>	<b>4,380</b>
Loss on disposal	109	-	-
<b>Net Cost of Services</b>	<b>24,326</b>	<b>26,347</b>	<b>26,459</b>

*End of unaudited financial statements*





# APPENDICES

# Appendix A

## Audit and Risk Committee Report

In compliance with Treasury Circular 09/08, The Legislature's Audit and Risk Committee (hereafter referred to as "the Committee") aims to oversee the internal audit function, risk management, corporate governance, and monitoring The Legislature's governance, risk and control frameworks and its external accountability requirements.

### Committee Membership

The Committee operated during 2012-13 with three members independent of The Legislature:

- Mr Jim Mitchell (Independent Chairperson)
- Ms Christine Feldmanis (Independent Member) and
- Ms Gerry Brus (Independent Member).

The Clerk of the Legislative Assembly, Clerk of the Legislative Council and the Executive Manager, Parliamentary Services also attended meetings of the Committee as invitees. Meetings were also regularly attended by the Chief Audit Executive and representatives of the NSW Audit Office.

### Committee Meetings

The Committee met on four occasions during 2012-13. It:

- reviewed internal audit and external audit reports completed during the period;
- gave assurance to the Clerks of both Houses and the Executive Manager, Parliamentary Services concerning end-of-year financial reporting for The Legislature;
- had oversight of the re-tendering of internal audit services.

In addition, the Committee held three extraordinary meetings:

- to review the mandatory early close process and financial statements prepared for The Legislature at the end of April 2013 prior to submission to the Audit Office;
- to review the draft financial statements for The Legislature at the end of June 2013 prior to submission to the Audit Office of NSW;
- following completion of the audit of the financial statements of The Legislature, reviewed the Client Service Report, final proposed version of the financial statements and Management Representation Letter and recommended certification of the financial statements.

### Internal Audit

The Parliament's internal audit services are currently provided by Deloitte. The existing internal audit contract with Deloitte ceased in December 2012 and engagements are being made on a once-off basis under the Prequalified Scheme: Performance and Management Services whilst the tendering of internal audit services occurs.

During the reporting year the following reports were tabled before the Committee for review:

- Legislative compliance;
- Fraud Control Risk Assessment for Members;
- Members entitlements – themed audit (Sydney Allowance);
- Payroll Management;
- Property Management; and
- Members Additional Entitlements Phase 2 2010-11.

The Committee also reviewed the Legislature's Gifts and Benefits Policy and the Parliamentary Precincts Emergency and Critical Management Plan, Policy and Procedures.

### External Audit

The NSW Audit Office is engaged by the Parliament to provide external audit services. These services include:

- Audit of the Parliament's financial statements to provide reasonable assurance that the financial statements are free from material misstatement and
- A review of Members' use of additional entitlements in accordance with the conditions of the Determination of Additional Entitlements for Members of the Parliament of New South Wales by the Parliamentary Remuneration for the year ended 30 June 2012.

### Insurance

Insurance cover for the Parliament is provided through the NSW Government Self Insurance Scheme, NSW Treasury Managed Fund. Coverage is provided for:

- Workers Compensation
- Liability
- Motor vehicle
- Property
- Miscellaneous, including members' personal accident and travel cover.

# Appendix B

## Department of Parliamentary Services EEO Actual Staff Numbers

Remuneration Level of Substantive Position	Total Staff (Men & Women)	Respondents	Men	Women	Aboriginal and Torres Strait Islanders	People from Racial, Ethnic, Ethno-Religious Minority Groups	People whose Language First Spoken as a Child was not English	People with a Disability	People with a Disability Requiring Work-related Adjustment
\$0 - \$41,679	1	0	0	1	0	0	0	0	0
\$41,679 - \$54,742	41	7	15	26	0	7	7	0	0
\$54,742 - \$61,198	20	7	11	9	0	3	4	1	0
\$61,198 - \$77,441	33	17	13	20	0	7	4	0	0
\$77,441 - \$100,145	56	25	22	34	0	6	2	2	0
\$100,145 - \$125,181	24	7	13	11	0	2	1	0	0
\$125,181 > (Non SES)	10	5	7	3	0	0	0	0	0
\$125,181 (SES)	1	1	1	0	0	1	1	0	0
<b>Total</b>	<b>186</b>	<b>69</b>	<b>82</b>	<b>104</b>	<b>0</b>	<b>26</b>	<b>19</b>	<b>3</b>	<b>0</b>

# Appendix C

## *Work, Health & Safety and Injury Management Report*

The Department of Parliamentary Services is committed to ensuring the workplace health and safety of our employees as well as that of visitors. A re-constituted Work Health and Safety committee is soon to commence operation and the Department of Parliamentary Services will administer and be represented in that new forum.

As part of a strategic Work Health and Safety (WHS) framework Parliament maintains an organisation wide Work Health and Safety policy as well as a number of other Work Health and Safety policies and guidelines. These policies and guidelines support the Parliament's online WHS Management System which has been established in accordance with Australian standards.

### SUMMARY OF REPORTED INCIDENTS: FINANCIAL YEAR 2012-2013

	No. of incidents	Near Miss	STF	Strains	Other	Lost Time
DPS (Overall)	29	3	6	9	11	2

STF = Slips, Trips and Falls

Strains = includes manual handling incidents

Other = all other incidents not categorised

Work Health & Safety is an important component of staff inductions and the Department of Parliamentary Services ran periodical induction sessions throughout the year for new staff members.



# Appendix D

## *Wage and Salary Movements*

The *Crown Employees (Public Sector – Salaries 2008) Award* was varied in the Industrial Relations Commission in September 2013. Increases in that award flow onto the *Crown Employees (Parliament House Conditions of Employment) Award 2010* which provide salary levels for Department of Parliamentary Services staff. DPS staff salaries will increase an interim 2.27\*% for the 12 months commencing on the first pay period on or after 1 July 2013. Hansard staff are covered by the *Parliamentary Reporting Staff Salaries Award* and will receive identical pay increases.

*\*This amount is subject to the proceedings in the NSW Industrial Relations Commission. The Public Service Association of NSW has made a claim that salaries increase by 2.5% p.a. over the relevant period.*



# Appendix E

## Library Research Publications 2012-2013

Jun 2013	<i>Constitutional Recognition of Local Government</i>
Jun 2013	<i>2013 New South Wales Redistribution: Analysis of Draft Electoral Boundaries</i>
Jun 2013	<i>Sydney and the Central Coast Regional Indicators 2011 Census</i>
May 2013	<i>Autism Spectrum Disorder</i>
May 2013	<i>Inaugural speeches in the NSW Parliament</i>
May 2013	<i>Construction Industry in NSW: Background to the Insolvency Inquiry</i>
May 2013	<i>Euthanasia</i>
April 2013	<i>Economic Indicators NSW</i>
April 2013	<i>Plastic bags: an update</i>
April 2013	<i>NSW Regional Indicators 2011 Census</i>
April 2013	<i>Permanency planning and adoption of children in out-of-home care</i>
Mar 2013	<i>Protected tenancies: history and proposals for reform</i>
Mar 2013	<i>Local Government: review of current issues</i>
Mar 2013	<i>NSW Regional Labour Force Trends</i>
Feb 2013	<i>Crimes (Serious Sex Offenders) Amendment Bill 2013</i>
Feb 2013	<i>NSW Commercial Fishing Industry: background to the 2012 review</i>
Feb 2013	<i>Medical cannabis</i>
Feb 2013	<i>The Australian Curriculum</i>
Feb 2013	<i>Trends in NSW State Finances: 2003/04 to 2012/13</i>
Jan 2013	<i>Economic Indicators NSW</i>
Jan 2013	<i>New South Wales Legislative Council 1825-1856: Consolidated Index to the Votes and Proceedings</i>
Dec 2012	<i>NSW State Electoral Districts Ranked by 2011 Census Characteristics</i>
Dec 2012	<i>NSW Electorate Profiles: 2011 Census/2011 Boundaries</i>
Dec 2012	<i>Obesity</i>
Nov 2012	<i>NSW planning reforms: the Green Paper and other developments</i>
Oct 2012	<i>Economic Indicators NSW</i>
Oct 2012	<i>NSW Trade with the European Union</i>
Oct 2012	<i>Drug detection dogs: the legal position in New South Wales</i>
Oct 2012	<i>A history of mineral and petroleum ownership and royalties in NSW</i>
Oct 2012	<i>Education, Family and Community Indicators for NSW</i>
Oct 2012	<i>Mining in NSW</i>
Sep 2012	<i>Health Indicators for 2012</i>
Sep 2012	<i>Exploration and mining on private land in NSW: a brief legislative history</i>
Aug 2012	<i>Small Business in NSW: Statistical snapshot and recent developments</i>
Aug 2012	<i>Western Sydney: An Economic Profile</i>
Aug 2012	<i>Inspector of Custodial Services Bill 2012</i>
Jul 2012	<i>Provocation and self-defence in intimate partner and sexual advance homicides</i>
Jul 2012	<i>Economic Indicators NSW</i>
Jul 2012	<i>Measuring Wellbeing</i>
Jul 2012	<i>The High Court's decision in the School Chaplain's case: findings and implications</i>
Jul 2012	<i>Agriculture in NSW</i>

*See notice  
M. C. C.*



# AUSTRALIA.

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## GOVERNMENT EMIGRATION TO NEW SOUTH WALES.

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**Farmers, Mechanics, Agricultural and other  
Labourers and Small Working Capitalists,**

MARRIED (with or without Children), NOT EXCEEDING 35 YEARS OF AGE; and

# DOMESTIC SERVANTS,

NOT EXCEEDING 30 YEARS,

**Are provided with Assisted Passages to**

# SYDNEY.

**By the Agent-General for New South Wales.**

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Full Particulars and Forms of Application may be obtained from  
the Emigration Department, New South Wales Government Office,  
5, Westminster Chambers, London, S.W.





Parliament House is open to the public between 9.00am and 5.00pm every weekday except public holidays.

For more information about tours of Parliament (for both students and the general public), special events and public art exhibits in the Fountain Court, please visit the website or contact Parliamentary Education on the details below:

P: 02 9230 2047

E: [education@parliament.nsw.gov.au](mailto:education@parliament.nsw.gov.au)



