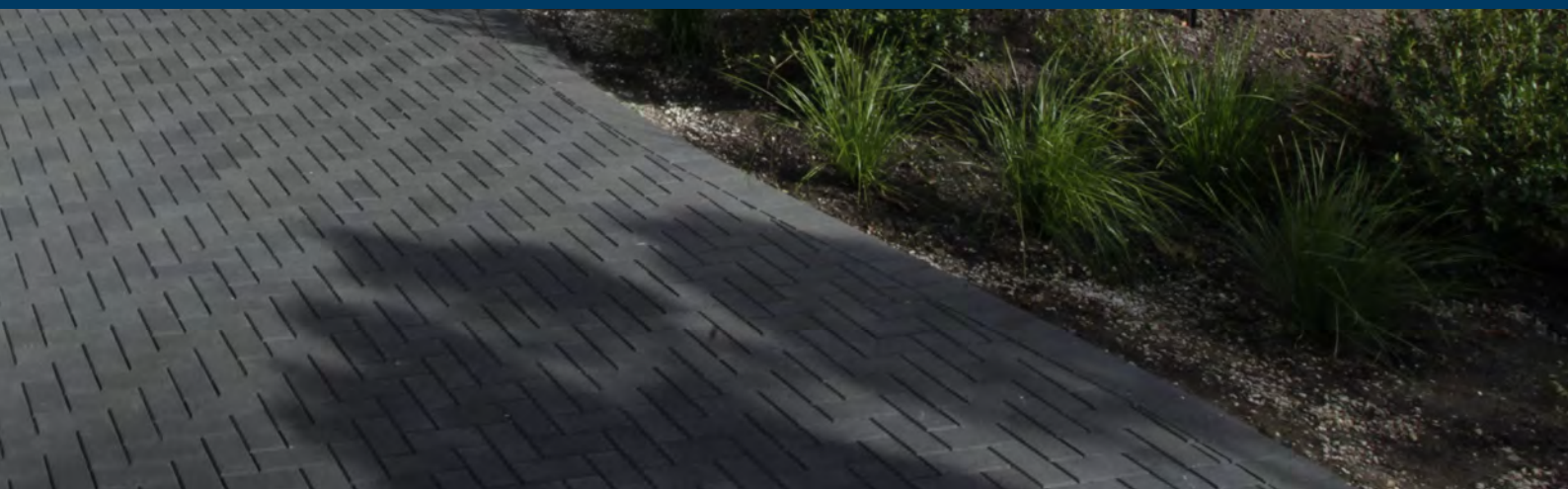




annual report 2015

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 2015.

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 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.

The report details the major achievements for each functional area of DPS for the 2014-2015 financial year, providing information and statistics relating to our outputs and planned initiatives for the future.

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

Yours sincerely

Rob Stefanic
Executive Manager
Department of Parliamentary Services

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Department of Parliamentary Services

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The Presiding Officers' Foreword

Over the past financial year, the Parliament's corporate services to members and staff have been modernised and enhanced with improved facilities and resources, and with new technologies. Our ability to communicate, to innovate, and to perform has grown, and the staff of the Department of Parliamentary Services (DPS) should be proud of all that has been achieved this past financial year. Through close collaboration with their colleagues in the Departments of the Legislative Council and the Legislative Assembly, DPS staff have ensured another successful year of Parliament in NSW.

It has certainly been a challenging year, marked by considerable change across the Parliament. In March 2015, a State Election saw an end to the term of one Parliament and the subsequent induction of the 56th Parliament of NSW. Work has continued throughout the year to deliver the largest programs of capital works undertaken in the precinct since the early 1980s. The precinct has also been enhanced by the rollout of new technologies and infrastructure, improvements in human resources and administrative functions, and increased community engagement activities.

We congratulate DPS on their implementation of these projects, and on their professionalism in providing services to members and staff of the Parliament.

The Hon Don Harwin MLC
President of the Legislative Council

The Hon Shelley Hancock MP
Speaker of the Legislative Assembly

Executive Manager's Review

As I reflect on the last 12 months, I am yet again amazed...but not surprised at the considerable array of achievements delivered by our staff. Fortunately this annual report serves as a permanent record of the sustained efforts and professionalism of our staff.

Our DPS Strategic Plan for 2013-2015 outlined an ambitious program of initiatives and planned outcomes. Having reviewed our outcomes against our strategic objectives, I am very pleased that we have achieved over 90% of our initiatives by 30 June 2015. The remainder either continue or will be completed within a short time.

The March 2015 NSW State Election presented significant challenges for a broad cross-section of DPS staff and the transition processes for outgoing and incoming members and their staff was managed with aplomb (read on for more details). The Election signalled time to develop a new Strategic Plan for the 56th Parliament. Planning is well underway to address the challenges we face in the following parliamentary term. The "service focussed" DPS strategic objectives will include (among others):

- Providing effective infrastructure, systems and services to respond to the needs of members and the institution
- Ensuring the Parliament's website content is relevant, current and engaging and enhance electronic access to parliamentary information
- Continuing to enhance the experience of visitors to Parliament House
- Enhancing outreach and education services
- Ongoing assessment of security risks and improving systems, infrastructure and culture to ensure a secure environment while maintaining public accessibility
- Continuing to innovate and adopt environmentally sustainable practices
- Effectively managing an unprecedented program of capital works program for Parliament House to preserve its heritage and ensure it can function effectively as a contemporary, safe and accessible public building

The following "resource focussed" strategic objectives will be necessary to ensure our service objectives are fulfilled:

- Developing the skills and capabilities of our people consistent with our service demands
- Advocating for appropriate funding as an independent entity consistent with the separation of powers
- Implementing a strong fiscal discipline following significant reductions in our operational funding and looking at innovative and cost effective ways to deliver services
- Enhancing our corporate risk management and resilience in a changing environment

I thank the Presiding Officers for their ongoing support and their strong interest in the role DPS has in supporting the Parliament and community related initiatives. I would once again like to acknowledge the invaluable collegial relationship I share with my colleagues, Mr David Blunt, Clerk of the Parliaments and Ms Ronda Miller, Clerk of the Legislative Assembly. It is only through the collaboration of the three parliamentary departments that the greatest outcomes for the Parliament can be achieved, and I am pleased that we have consistently worked together towards our common objectives.

Finally, I would like to thank my outstanding Executive Team (Julie, John, Phil, Robert and Simon) for their boundless energy, wisdom and leadership in approaching the many planned and unplanned tasks that arrive on our doorstep each year. I would especially like to recognise the invisible hand, the ringmaster, and creative force behind these annual reports – Sam Brown. I could not imagine a team with stronger commitment to the parliamentary institution than that demonstrated by them all – thank you guys!

Rob Stefanic
Executive Manager, Parliamentary Services

The Department

The Department of Parliamentary Services is the principal corporate support department to the Parliament of New South Wales; Australia's first and oldest Parliament and the original home of our modern democracy. With over 200 specialist service providers in our ranks, DPS works behind the scenes to support the environment and activities of members and staff. We provide innovative and results-driven services and, together with our colleagues in the Departments of the Legislative Council and Legislative Assembly, we support Parliamentary democracy by assisting the Parliament and its members to perform their duties on behalf of the community.

Established in 2008, DPS has grown in strength, ability and professionalism. Today, the Department is comprised of five diverse yet unified branches - Facilities, People & Engagement, Parliamentary Catering, Information Services and Financial Services. Working under the direction of the Office of the Executive Manager, our expert staff provide a wide range of essential services, including:

- Provision of information based services, such as information technology infrastructure, Hansard, library, records, research and media monitoring
- Maintenance and development of the parliamentary buildings and grounds, security, printing, procurement and asset management
- Provision of support and advice on matters of finances, members' entitlements and risk management
- Provision of human resources, industrial relations, payroll, training, work health & safety and corporate communications
- Management of catered venues, function, dining and event services
- Delivery of education and community outreach programs and resources.

The diversity of our services is made possible by the experience of our staff, who constantly strive to innovate and enhance the processes, resources and facilities that they oversee.

This past financial year has been one of the most challenging in the relatively short history of DPS. Those who have read our previous annual reports would know that DPS has recently taken carriage of one of the largest capital works programs in the

history of Parliament House; an ambitious program of construction, infrastructure, technology and security upgrades that will restore and renew some areas of the precinct while completely transforming and modernising others. At the same time, DPS was called upon to work with the House Departments to support the Parliament through a State Election: a task that involved a huge amount administrative work to assist with the closure of the outgoing Parliament and the onboarding of the new.

As all of this was taking place, we continued to work towards achieving many of our other strategic objectives and in particular looked closely at our customer service models and delivery, as well as our outreach to the wider community in NSW.

All in all it has been a very busy year for this very diverse and multi-faceted department. The 90 odd pages of this annual report are a record of our achievements and a testament to the well-oiled machine that is DPS. At a time when budgetary pressures are felt most keenly across the Parliament, we can be particularly proud of all that we have been able to achieve.

Of course we must also recognise our colleagues in the Legislative Council and Legislative Assembly. The level of cooperation, collaboration and communication between the departments is stronger than it has ever been, and the Parliament and its members continue to benefit from this unified front.

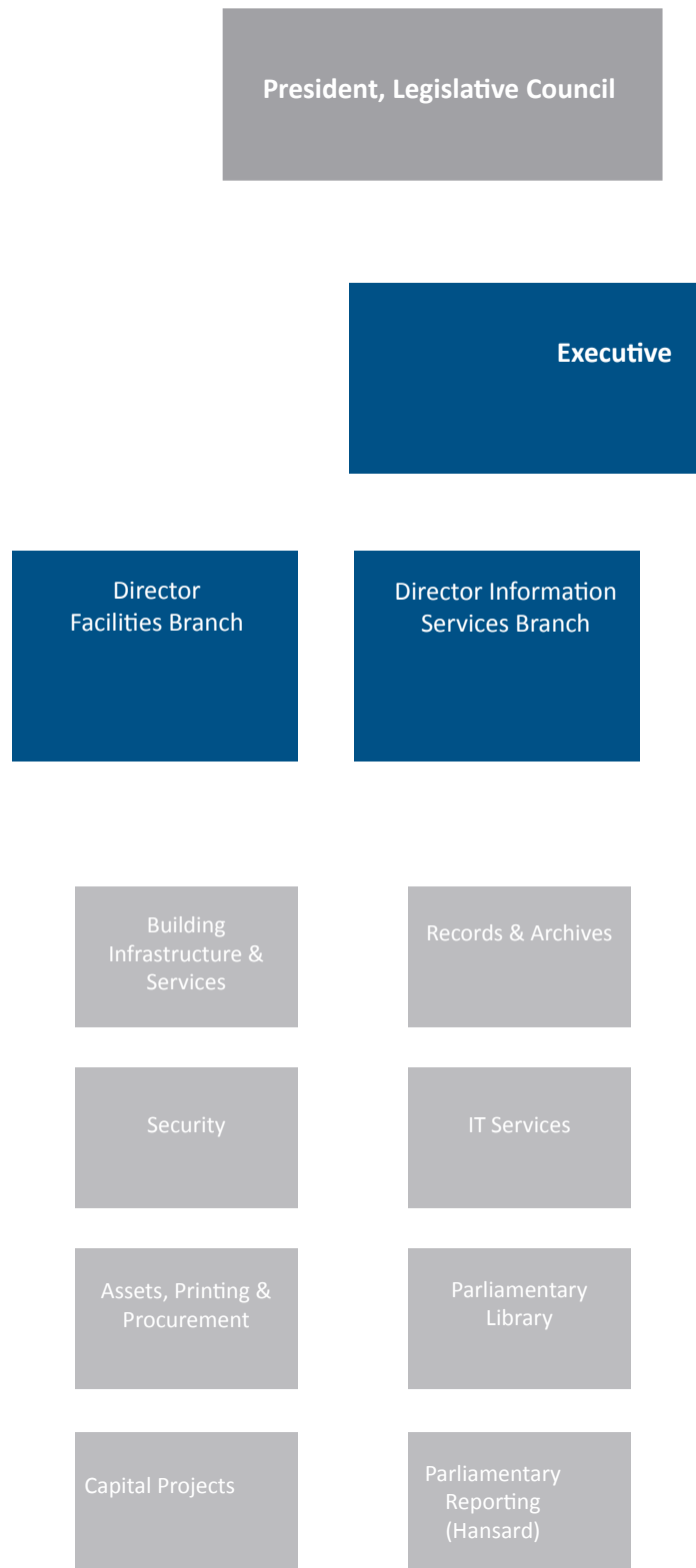
We hope you will enjoy reading this report and we encourage you to visit the Parliament's website – www.parliament.nsw.gov.au - if you would like any further information or to learn more about the work of DPS.



The diversity of our services is made possible

by the experience of our staff

Organisational Structure



Speaker, Legislative Assembly

Manager

Director
Financial Services
Branch

Deputy Executive
Manager, Director People
& Engagement Branch

Director
Parliamentary
Catering

Accounting Services

Human
Services

Members'
Entitlements

Parliamentary
Education

Public
Relations



“ ”

Communication Collaboration Cooperation ”

TOP: From left to right the Executive Management Team is: Robert Nielsen, Director Facilities Branch; Simon Chalmers, Director Information Services Branch; Julie Langsworth, Deputy Executive Manager and Director, People & Engagement Branch; John Gregor, Director, Financial Services Branch; Philip Freeman, Director Parliamentary Catering; Robert Stefanic, Executive Manager.

BOTTOM: From left to right the Leadership Team is: Carlos Andrade, Operations Manager Parliamentary Catering; Colin Brown, Manager Recruitment and Training; David Learmonth, Executive Chef; Daniel Montoya, Senior Research Officer; Deborah Bennett, Parliamentary Librarian; Jeannie Douglass, Manager Parliamentary Education; Frank Yi, Financial Controller; Julie Langsworth, Deputy Executive Manager and Director, People & Engagement Branch; Philip Freeman, Director Catering; Robert Stefanic, Executive Manager; Neil Dammerel, Manager IT Services; Stuart Lowe, Manager Members' Entitlements; Denise Driscoll, Executive Officer; Robert Nielsen, Director Facilities Branch; John Gregor, Director Financial Services Branch; Simon Chalmers, Director Information Services Branch; Scott Fuller, Editor of Debates; Craig Wheeler, Manager Human Resource Operations; Samantha Brown, Public Relations Manager.

Absent: Geoff Smith, Manager Records and Archives; Andrew Kiejda, Manager Workplace Relations and Safety; Brett Wright, Building Infrastructure and Services Manager; Ralph Ewen, Security Manager; Dr Gareth Griffith, Manager Parliamentary Research Service





The Year at a Glance.

To understand the work of DPS, one should read The Department of Parliamentary Services Strategic Plan 2013-2015. Developed by the Executive Manager and the Branch Directors, this document offers a guidebook to the challenges, plans, objectives and initiatives occupying the staff of DPS. Some of the main challenges facing the department 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 Parliament building 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.

Meeting these challenges head on is critical to providing the support, resources and facilities required for a functional, efficient and effective parliament. A glimpse of some of the major achievements over the past 12 months is outlined opposite.

• • •
1

DPS has continued to project manage the ongoing implementation of the largest program of capital works at the Parliament in over 30 years. Projects completed this year included the addition of a new office wing; the renovation of the parliamentary kitchens; the installation of new storage units for the library; and mandatory upgrades to the Parliament's electrical distribution system and fire safety infrastructure.

2

New technological infrastructure and equipment was sourced and provided to support members and staff. Over the past year, all electorate office computers were replaced with newer machines, and the network infrastructure was upgraded to ensure better connectivity between the Parliament and the 96 offices around NSW. This has helped create more efficient, sustainable and connected workplaces.

3

Online technologies were harnessed to improve the delivery of services to the Parliament and the community. For example, a new system was developed to enable members to submit claims for Additional Temporary Staff online, making the process much more efficient. A new videoconferencing system has expanded the outreach of civics education to regional NSW, while continued development of the website and social media profiles has improved the accessibility of information.

4

The first ever public café was opened at Parliament House, providing a unique and convenient new outlet for members, staff and visitors to the precinct.

5

DPS supported the Parliament through the 2015 State Election, managing administrative processes to help close the outgoing Parliament and assist with onboarding of the new.



People & Engagement Branch

The People & Engagement Branch is broadly responsible for the welfare and development of staff, providing information, advice and resources to enhance the working environment for members and staff. At the same time, the Branch is responsible for delivering on key strategic objective for the Parliament's education and community outreach initiatives, communications and public events.

The three sections supporting these functions are:

- Human Services – incorporates human resources, payroll, workplace health and safety, training, policy development and industrial relations
- Parliamentary Education – focuses on civics education programs for primary and secondary schools, community outreach programs and community access and engagement initiatives
- Public Relations – includes corporate communications, media relations and support for community access and engagement initiatives

HUMAN SERVICES

The Human Services team plays a critical role in ensuring that members, members' staff and staff of the Parliament are supported and enabled in their duties. From human services advice and resources, to payroll, work health and safety, training, policy development and industrial relations, the team performs a wide range of functions to the Parliament.

In the past 12 months, the team has worked to introduce a number of service enhancements including improved administration of payroll operations, the launch of online training resources and tools and the development of an online system to submit and process Additional Temporary Staff (ATS) time claims. These and other innovations will ensure that the team continues to provide a high standard of customer service and care to members and staff.

In addition to their regular duties, Human Services also played a crucial role behind the scenes of the State Election, managing the onboarding of new members and staff and providing administrative support for non-contesting and non-returning members and their staff.

Highlights of 2014-2015

- Payroll operations are critical to the work of the Parliament. As a part of the Parliament's formal Internal Audit Plan, the Payroll section was subject to internal audit by the Parliament's auditor, BDO. The overall objective of the audit was to examine the design, effectiveness and efficiency of the DPS's payroll operations. No significant issues or problems were identified. The positive result is testament to the considerable work undertaken by Human Services over the past 2 years to enhance payroll services. One of the major achievements was to improve on business continuity and provide training for other staff on payroll operations to ensure a capacity to deliver on time sensitive pay-runs, and provide advice and support to members and staff.
- The Human Services team is responsible for the administration of services pursuant to the *Members of Parliament Staff Act 2013*; a task that kept the team extremely busy following the 2015 State Election. A considerable number of members' staff ended their employment with the Parliament as a result of the Election, with over 80 separation payments made to departing staff. Considerable work is involved in ensuring staff are supported over this time, with advice on entitlements and support during the separation period. In addition, Human Services on-boarded nearly 200 new staff working with Legislative Council and Legislative Assembly members. This involved ensuring staff received the necessary employment forms, and were familiar with the relevant Code of Conduct, Parliamentary policies and processes. A new onboarding process has resulted in a very timely turnaround in getting staff into the parliamentary IT, payroll and security systems and able to commence work within 24-48 hours of submitting employment forms. This efficient workflow was a major improvement on past Election periods and was greatly appreciated by members and staff.
- The Parliament's Work Health & Safety (WHS) committee has been re-established to help ensure the wellbeing of members, staff and visitors to the Parliament. The committee meets 4 times each year, and is comprised



of the Human Services' WHS Officer, four management and four staff representatives. All staff representatives have now completed the 'WorkCover New South Wales Health and Safety Representative Training Course,' ensuring they are equipped with the latest information and skills necessary to support the work of the committee. The committee members have all been required to complete WHS modules as part of their responsibilities. One of the priorities for the committee has been the commencement of the workplace inspections of Parliament House.

In 2014, Human Services assumed responsibility for the administration of first aid arrangements at Parliament House, previously managed by the Facilities Branch. Under the guidance of the WHS team in Human Services, all first aid officers have completed or refreshed their training and the Parliament's first aid equipment and signage has been updated.

- The Human Services team can sometimes face challenges reaching out to members and staff, particularly those located in the 96 electorate offices around NSW. To help improve the accessibility of training and support, Human Services has, with the support of the three parliamentary department heads, implemented a comprehensive Learning Management System (LMS). The LMS provides members and staff with access to online training on a variety of important topics such as members' ethics, procedures and guidelines for members' staff and WHS.
- At the same time as developing the online training resources, the team has continued its delivery of onsite training sessions, with the following courses delivered in 2014/2015:
 - *Parliamentary staff inductions*: half day sessions including a welcome by Department Heads, an overview of the Code of Conduct for Parliamentary Staff and the various services provided by and systems used within the Parliament. Total attendees: 26
 - *Secretary/Research Assistant inductions*: half day sessions including a welcome by the Clerk of the Parliaments, an overview of the Code of Conduct for Members' Staff and services provided by the Legislative Council and DPS. Total attendees: 28
 - *Winning presentations (support for induction of new members)*: a one day course delivered to senior staff of DPS to develop their public speaking skills. Total attendees: 12
 - *Present better*: a one day workshop delivered to Parliamentary Library staff, to enhance their communication skills and professional development. Total attendees: 12
 - *Leadership training*: a two-day course designed to enhance the skills and knowledge of existing and potential supervisors and managers across the parliamentary departments. Total attendees: 18
 - *Performance Development Program (PDP)*: half-day sessions designed to provide an overview of the PDP for parliamentary

staff. The PDP is aimed at staff development and training, and is a formal opportunity for staff to receive feedback on their performance. Total attendees: 41

- *Workplace behaviour*: one-hour sessions delivered to parliamentary staff, with a focus on the Code of Conduct and the Anti-Bullying Policy. Total attendees: 34

- *Merit selection for panel members*: a one-day course designed to equip recruitment panel members with the skills and knowledge necessary to perform their roles. Total attendees: 26

- Working in collaboration with the Information Services and Financial Services Branches, the Human Services team completed the trial of an online system to submit and process time claims for Additional Temporary Staff (ATS). This project is part of the larger SAP capital project. It is envisaged that the new system will make it easier for members to navigate the claims process, improve transparency through built-in compliance checks and ensure that claims are correctly and appropriately processed. A pilot of the new system was launched in May 2015, with over 60 claims successfully processed across three electorate offices. The new system will be rolled-out to other Legislative Assembly members and staff in the next financial year.

Plans for 2015-2016

- In the coming year, the Human Services team will continue to review the *Members' Staff Conditions of Employment – Determination*

of the Presiding Officers. This will involve consultation with all relevant stakeholders to identify opportunities for improvement to administrative processes and the support provided to members and their staff.

- A major project for the Human Services team over the next 12 to 18 months will be the online SAP project. The project will involve the development of processes for the online submission and approval of employment forms and other HR information such as higher duties requests, overtime for sessional staff and timesheets. This project will assist the Parliament to deliver a more efficient HR and financial services processing capability. Significantly, the project involves the development of a mobile solution which will allow members to review and approve employment and payment of staff from their hand held devices.
- The team will similarly review recruitment policies and procedures, with a view to improving the quality of recruitment outcomes and aligning the Parliament with new policies and procedures set out in the *Government Sector Employment (GSE) Act 2013 (NSW)*.
- The WHS committee will undertake a program of workplace inspections covering all areas of Parliament House. This will commence in June 2015, and will aim to ensure that all corporate spaces are compliant with current WHS legislation.
- The team will continue to manage the rollout of the new online LMS, developing and introducing new training courses that will provide staff in particular with opportunities for professional development.

PARLIAMENTARY EDUCATION

The Parliamentary Education team is at the forefront of civics education in New South Wales, and is responsible for much of the Parliament's outreach into primary, secondary and tertiary institutions. The team conducts a variety of programs designed to inform students and the wider public about the workings of Parliament and how they can engage with the democratic process. Programs include lectures, seminars, tours, workshops, classroom lessons and role plays; all supplemented by a range of education resources made available via the Parliament's internet.

Comprised of experienced educators, the team regularly encourages members of Parliament to speak at special education programs, providing a unique opportunity for students to interact directly with their community leaders. In the past financial year, 82 members of Parliament spoke to students and other visitors about their work in the community. The team also regularly engages with other cultural and education institutions to further enhance and promote our community engagement objectives.

In the past financial year, Parliamentary Education has focused on expanding the Parliament's outreach to regional primary schools; making civics education more available and accessible to students and teachers across NSW. In February 2015, the team launched a new videoconferencing program, which delivers informative and engaging sessions directly to classrooms. See over the page for more information on this exciting new initiative.

Following is a summary of the team's key achievements, all of which have helped the Parliament to continue working towards its community engagement goals.

Highlights of 2014-2015

- In September 2014, the Parliament participated in a Centenary-themed History Week with a special event; *In the House on the Eve of the War*. The booked-out public seminar explored the role of the Parliament in World War I, with an evocative re-enactment of Premier Holman announcing the outbreak of war in the Legislative Assembly Chamber.
- In November 2014, Parliamentary Education worked with staff from the House departments

to deliver a presentation to students from the Royal Institute for Deaf and Blind Children; an example of the innovative ways we increase accessibility of education programs to the community.

- In February and June 2015, the team collaborated with the State Library of NSW to deliver two successful teacher preview events. These events showcase the education resources and programs available to teachers at NSW cultural institutions. One of these events was themed on the 800th anniversary of the signing of the Magna Carta.
- On Friday 26 September 2014, the annual Family Fun Day attracted an estimated 800 visitors to the Parliament, where they participated in many fun and educational activities. A highlight was the re-enactment of the 1822 opening of Parliament, featuring a very convincing Queen Victoria.
- In March 2015, the team launched a new education program called *Make a Difference Day*. Aimed at Year 10 students, the program explores the roles and responsibilities of democratic citizenship and how students can make a difference in their schools and communities. The Parliament engaged the Hon. Justice Michael Kirby to deliver the keynote address, which was presented to 105 students from 48 schools across the Sydney region.
- Also in March, the team ran two *Visit before you Vote* sessions that were fully booked. These programs explain the legislature and the different voting systems in New South Wales. Additional online resources were promoted via the Parliament's website and Facebook page.
- The Parliament's intern program continued this year, with eight interns from the University of Technology and the University of Sydney placed with members of the Legislative Council.
- Parliamentary Education engaged with Chamber and Support staff of the Legislative Council and Assembly to work towards improving the delivery of school tours in the Chambers. The Chamber and Support staff deliver the school tour talks in their respective parliamentary chambers and the Parliamentary Education team was keen to ensure that staff possess up to date knowledge of syllabus requirements and the most effective and appropriate way to interact with school groups.

Plans for 2015-2016

- With the successful launch of the videoconferencing program, Parliamentary Education is now working to expand the program to include a session aimed at senior Legal Studies students. The videoconferencing equipment will also be used to develop and trial a professional development program for regional teachers: an exciting initiative that will provide teachers with new tools to assist with lesson planning.
- Also in the development stages is a role play program for high school students that will follow the passage of a bill through the Legislative Assembly and Legislative Council. The interactive program will be designed to support the legal studies and commerce curriculums.
- Collaboration between the Parliament and the State Library of NSW will continue, with joint exhibitions and education programs planned for 2015.
- Enhance the education profile on the Parliament's public website with a review of the accessibility and effectiveness of education resources.



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19,468 students visited the precinct over the financial year with **181** primary schools, **106** secondary schools, **9** TAFE colleges, **9** universities and **8** business colleges represented.

For more information about our student programs, jump online and visit www.parliament.nsw.gov.au

PUBLIC RELATIONS

The Parliament's Public Relations Manager works closely with teams from across the Parliament to deliver and provide advice on corporate communications, marketing and branding, media relations, issues management, stakeholder relations, social media strategies and public engagement activities.

Internally, the Public Relations Manager has worked closely to develop and deliver communications in support the program of capital works, ensuring appropriate and timely engagement with stakeholders ranging from members and staff to media.

Externally, and the focus has been on continuing to raise the profile of the Parliament's various community engagement initiatives including the Parliamentary Art Prizes, education programs, public tours, special events and partnerships. This involved a series of media and publicity programs, corporate engagement, direct marketing and ongoing development of communication channels such as the Parliament's website and social media profiles. The Public Relations Manager also played a role in supporting the delivery of the Parliament's Centenary exhibition *Politics & Sacrifice: NSW Parliament and the ANZACs*, including the management of corporate support and the delivery of media coverage.

Highlights of 2014-2015

- Achieved positive and high quality media coverage for the Parliament's Art Prizes and community engagement initiatives.
- Supported the delivery of the *Politics & Sacrifice: NSW Parliament and the ANZACs* exhibition, including corporate support, media coverage and the production of a brochure and commemorative publication.
- Managed the ongoing delivery of the Parliament's Facebook page, working with the Parliamentary Education team to develop and deliver engaging content and to drive audience growth.
- Continued to deliver media and stakeholder management, including the provision of advice to senior management, the mitigation of reputational risk and the building of positive and lasting relationships with media, corporate partners, government agencies and cultural institutions.
- Managed the development and

implementation of a corporate communications strategy to support the capital works programs, ensuring appropriate stakeholder relations and the effective management of media enquiries.

- Managed the development and production of a range of resources to support the 2015 NSW State Election and the induction of new members of Parliament.
- Managed the development of a news and events portal on the Parliament's new intranet; working with DPS and the House Departments to coordinate the production of regular and high quality content.
- Contributed to the business continuity plan for the Parliament in relation to communications.
- Developed a comprehensive strategy to promote Parliamentary Catering services to a corporate audience, with a view to implementing much of the activity in the coming financial year.

Plans for 2015-2016

- Continue to deliver advice, support and project management for the delivery of the Parliament's community engagement events and initiatives.
- Continue to deliver professional and high quality media and stakeholder relations, ensuring a positive reputation for the Parliament and the develop of lasting corporate partnerships.
- Manage and implement ongoing communications support for the program of capital works. The next financial year will see the start of many works that will be directly visible to the public, requiring considerable care in media and stakeholder management to ensure members, staff and visitors are well informed.
- Work with the Parliamentary Education team to continue to review and develop online resources and to improve accessibility to relevant information for schools and the community.
- Manage and implement a comprehensive marketing and publicity program to support the re-launch of Parliamentary Catering to an external market. This will include the development of a new website, marketing collateral and the coordination of media and events. The ultimate goal will be to support the develop of corporate catering as a revenue stream for DPS and the Parliament.

MEET THE TEAM

Samantha Brown

Public Relations Manager

With over 10 years' experience as a public relations and communications professional, Samantha works with teams from across the Parliament to deliver and provide advice on corporate and public communication. She has been with the Parliament for five years and has implemented many successful communication programs in her time, driving community awareness of the institution and some its major public initiatives including art prizes, special exhibitions, education programs and more.



As the Parliament's only public relations and communications officer, during her time with us Samantha has delivered above and beyond on a range of projects. Samantha is

extremely well respected by her DPS and House department colleagues. The considerable and diverse workload she carries is a testament to the trust and regard senior managers and staff have for Samantha's talents and capacity to deliver. While no week is 'typical', Samantha's role includes: assisting the Presiding Officers and Executive Manager by drafting press releases; promoting events and education initiatives; advising the House departments on branding and graphic design; designing publications for Parliament's exhibitions; devising marketing strategies for Parliamentary catering; and crafting communications to members and staff on Parliament House projects.

"I began my career working with not-for-profit agencies aiming to achieve better outcomes in the community. My job was all about raising awareness and making a difference," she says. "Having worked at the Parliament for the past few years, I consider myself lucky to have landed in an organisation with a similar commitment to community engagement and achieving positive and meaningful outcomes."

TAKING EDUCATION TO THE REGIONS

Improving the accessibility of the Parliament is an ongoing strategic objective of the three departments, and one that the People & Engagement Branch is particularly committed to achieving. For the Parliamentary Education team, engaging with regional and rural schools has been one of the biggest long-term challenges, with many teachers and students unable to make the long and often costly journey to Macquarie Street. While the Parliament's website and social media profiles have gone some way to providing remote access to our resources, it is no substitute for a classroom experience.

Thankfully, access to digital technologies has now made it possible for the Parliament to offer new learning opportunities, beginning with our recently launched videoconferencing series. Developed by the Parliamentary Education team, 'Visit Us at Our House' is an interactive, informative and fun program which aims to explain the Legislature to Year 5 and Year 6 students in schools unable to travel to the CBD to participate in our regular activities. Students are able to gather in their regular classrooms

and watch a lesson delivered from the perspective of two Parliamentary Officers; the Serjeant-at-Arms and the Usher of the Black Rod. These characters take students through how the Parliament and the Government operate, using tools such as a purpose-built replica of the Legislative Assembly Chamber.

Launched in February 2015, the program has been positively received by teachers and students, with some describing it as 'engaging and informative' and 'very well structured.' To date, it has been delivered to 45 schools in New South Wales, to a total of 1,835 students. Interestingly, the program has been delivered to schools in 31 of the 40 regional electorates – that's a school from 77% of regional electorates in New South Wales.

If you would like to find out more about booking a program for a school in your area, please contact Parliamentary Education by email to dps.education@parliament.nsw.gov.au



Facilities Branch

The Facilities Branch of DPS is tasked with a broad range of infrastructure services that ensure the maintenance and development of the parliamentary precinct. Services provided by the team include:

- Maintaining and improving Parliament House building fabric and systems
- Cleaning, telephone switchboard, printing, procurement and loading dock services
- Security and parking operations for the parliamentary precincts including contract management of services provided by NSW Police Force Special Constables
- Stewardship of the heritage features of the Parliament including maintenance of the historic Parliament House building complex, antiques, artefacts and art collection
- Delivery of capital works projects.

Over the past financial year, the Facilities Branch has managed the largest program of capital works undertaken at the Parliament in over 30 years. The program is an immense undertaking, and is intended to address issues such as current building code and work health and safety compliance, replacement of ageing infrastructure, optimising accommodation and enhancing records and archive facilities. Due to be completed over several years, the program has drawn on the skills and resources of the entire Facilities Branch who have consistently demonstrated their commitment and professionalism since the program began. Working with the DPS Branches and their colleagues in the House Departments, the Facilities Branch will deliver a more contemporary, efficient, safe and sustainable working environment.

The major project achievement this year has been the construction of a new corporate office wing on level 9 of the Parliament. This is the first new building added to the precinct in over 30 years, and required extensive planning and engineering to ensure that the building provided for the contemporary needs of the Parliament, while also fitting within its heritage footprint. The new building has achieved all of this and more, and has led to improvements to workflow and efficiencies within DPS and other corporate teams.

The progress of the capital works program is outlined in more detail below, followed by a preview of the works to come in the next financial year.

Highlights of 2014-2015

- Levels 8 to 12 of the Parliament (in the building known as the 'Tower Block') are home to the corporate offices of members and their staff. Over 30 years old, these offices exhibit significant issues with respect to deteriorating joinery, furniture and fittings. Facilities has been working steadily to create safer, more efficient and contemporary workspaces for members and staff with the installation of ergonomic office furniture and more sustainable fittings.
- The Office of Executive Manager, Financial Services Branch and most of the People & Engagement Branch were relocated to the new office wing on level 9 in early 2015. At the same time, the Legislative Assembly was able to relocate some of its corporate teams on level 8, helping to improve workflow and make it easier for members and staff to access centrally-located services.
- The Parliament's ageing gym was expanded and upgraded with new flooring and equipment that meet contemporary work health and safety requirements. The modest facilities are now better suited to contribute to the wellbeing of members and staff.
- Working closely with the Parliamentary Library (part of the Information Services Branch), the Facilities Branch completed a refurbishment of the Library's storage facility (a large area beneath the Library known as 'the Stack'). Like many areas of the Parliament, the Stack had not been upgraded since it was built. The completed refurbishment has increased storage space, enabling co-location with the Parliament's archives and improved environmental and security controls. This project is outlined in more detail in the Information Services Branch report.
- A new Environmental Sustainability Policy was published in January 2015, meeting the Parliament's ongoing commitment to a establishing and promoting a more sustainable workplace. The policy focuses on three key areas: compliance and reporting, workforce culture and infrastructure and operations.

Plans for 2015-2016

- Over the next 12 months, the Parliament's ageing electrical switchboard and 'bus ducts' (sheet metal duct containing metal bars for the purpose of conducting a substantial current

of electricity) will be replaced, ensuring that the system continues to power not just our precinct, but also the State Library of NSW, Sydney Eye Hospital and Sydney Hospital. The new switchboard will meet current work health and safety requirements and improve energy monitoring capabilities.

- Another essential system – the fire and smoke system – will also be upgraded during this coming financial year. Work has already begun to address these systems, with the final stage to include the installation of a fully compliant and more effective fire detection system throughout Parliament House.
- The corporate offices of members of staff will continue to be steadily updated, with the attention to shift from replacing office furniture to correcting joinery and amenities, addressing many of the work health and safety issues still outstanding throughout the Tower Block.
- The temperature in the 'Bear Pit' should be cooler with the completion of a project to replace the air conditioning plant that feeds the Legislative Assembly Chamber. The new plant will meet all relevant standards and codes, improve access to the equipment for maintenance staff, and improve the overall reliability and quality of airflow into the Chamber.
- The Parliament is a living piece of colonial history, with rooms and features dating back to 1816. Protecting this heritage is an important responsibility, and one that is being fulfilled with a series of projects to restore and preserve the heritage precinct. Works will shortly begin in one of the most iconic rooms in Parliament House; the Jubilee Room. With its stained glass ceiling and wall to wall shelves, it is one of most recognized rooms and an architectural treasure. Designed in 1905 by the Government Architect, it was originally built as a reading room, and is today a venue for parliamentary committee hearings, seminars and education programs.

Over the next 12 months, the Room will be restored to its original Edwardian-themed design. The display cases lining the walls will be removed and the bookshelves reinstated and a glass panel will be built into the floor to reveal foundations of the original Rum Hospital that were discovered beneath (see the *Department of Parliamentary Services Annual Report 2013-2014* for more information).

The overall aim is to create another living heritage feature within Parliament House, providing visitors with an important opportunity to experience our colonial heritage. At the same time, the audio-visual features of the room will be replaced, ensuring it can continue to host hearings, seminars and functions.

- Another important restorative project will be the replacement of the roof covering the complex of five historic buildings. The current corrugated metal roof was installed in 1980 and is showing signs of considerable wear including rust damage, water leaks and the disintegration of its protective coating. Replacing the roof is now absolutely necessary to ensure these buildings continue to be protected from the elements.
- Several new projects will commence to improve the environment for the contemporary Parliament. One of these will be the installation of new public seminar facilities on level 7 of Parliament House. The new rooms will be constructed in areas encompassing the

Waratah Room and the disused Members' Bar area, and will be designed to play host to seminars, public meetings, school programs and more.

- The accessibility of the Parliament will be further improved by the installation of accessible toilet facilities in key areas of the Parliament, providing for the needs of people with a disability. While improving access to the Parliament is often made challenging by the older structural features of the precinct, we remain committed to making the House as accessible as possible.
- The security of the precinct is another important area that will be addressed in the coming months with plans to further improve systems and infrastructure and to review current security policies.
- Finally, while much of the focus will be on these capital works initiatives, Facilities will also turn its attention to a review of its operations. Working with the People & Engagement Branch, the senior managers will identify opportunities to streamline and

MEET THE TEAM

Gina Pye Switchboard Supervisor

The reasons why people phone the Parliament of NSW are diverse, to say the very least. Some may phone to enquire about school tours and public programs, others to track down contact details for members, or to find out more about petitions and committees. Still others have an axe or two to grind and simply don't know where to find the right grind stone.

This is where the lovely and dedicated Gina Pye comes in. As Supervisor of the Parliament's buzzing switchboard, Gina's calm and welcoming tones have greeted literally thousands of callers from across NSW, Australia and the world. After 20 years in the job you might expect her to have grown tired of answering the phones, but she remains as dedicated to the role as she was when she first stepped through the gates on Macquarie Street. And with so much experience under her belt, it's hard to find someone as professional and as knowledgeable as Gina.

Asked what the strangest calls have been, Gina laughs and says the James Bond impersonators are among her favourites. And just like our very own Macquarie Street Money Penny, it's this sense of humour along with her patience and commitment that make Gina an invaluable member of the DPS team. So if you're ever wondering who your local member is, what time the café opens, or how you can make a submission to an enquiry, be sure to ask Gina and her team – 02 9230 2111.



A Sustainable Parliament

The Facilities Branch is responsible for the development and implementation of sustainability initiatives at Parliament House. Each year, the team looks for new ways to help reduce energy and water consumption and to create a more environmentally friendly workplace. A glance through our previous annual reports shows just how much we achieved in recent years, with the Parliament proudly setting an example of realistic and effective sustainable practice in heritage buildings.

This financial year has been another successful year of savings, with 7.1 tonnes of cardboard and 50.4 tonnes of paper recycled, and approximately 44,000kWh of energy produced by our solar panels. In addition, a new Environmental Sustainability Policy was released, re-committing the Parliament to its sustainable objectives. The policy earmarks three key areas for continued improvements, including compliance and reporting, workforce culture and infrastructure and operations.

The recent program of capital works has provided an opportunity to re-invent the historic precinct with contemporary and sustainable materials, fittings and systems, which will ensure further savings in water, energy and ventilation in the years to come. This has included:

- The installation of more energy-efficient lighting throughout the precinct including solar powered lighting in the rooftop garden, LED lighting in office wings and sensor-activated lighting in some areas of the Tower Block
- The purchase of new office furniture made from recycled and recyclable materials
- The installation of solar-reflective blinds, which reduce the need for air conditioning.



The Facilities Branch fielded more than
1,911 *building and maintenance requests*
over the past financial year



The IT Service Desk responded to **10,520** requests for new services or support

Over **200** staff members received training on a range of IT subjects and services

Information Services Branch

The Information Services Branch encompasses IT Services, the Parliamentary Library and Parliamentary Reporting Service (Hansard) and helps to meet the technological, information, research and records management needs of the Parliament.

The role played by the Branch in supporting members and staff is continually evolving in response to rapid changes in the way that information is viewed, used and distributed. Fortunately, the Branch prides itself on providing innovative, cost-effective and popular solutions to contemporary information needs.

IT SERVICES

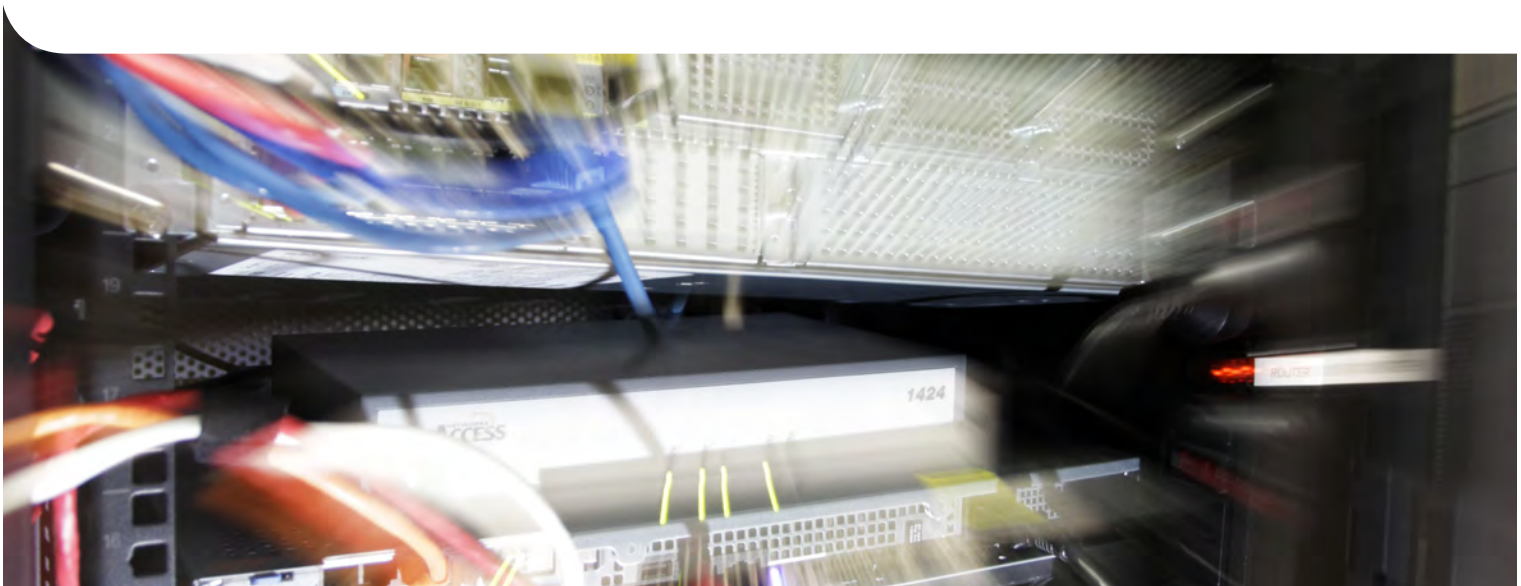
The IT Services team provides and supports the technological infrastructure of the Parliament and the 96 electorate offices across NSW. In the past financial year, the team has been instrumental in managing upgrades to the parliamentary network and to computing and mobile technologies.

Highlights of 2014-2015

- Over the past 12 months, IT Services replaced all electorate office computers with new HP mini and notebook devices. The new machines are significantly smaller and will help create more efficient and environmentally-friendly workplaces.
- The core network infrastructure connecting electorate offices to Parliament House was also upgraded. This will improve overall connectivity and service speeds; a particular benefit for offices located in rural and more remote areas. The upgrade has also ensured that equipment is now standardised across all electorate offices, which will assist the IT team with faster and more reliable troubleshooting in the future.
- Following a tender process, a new security provider was sourced for Parliament's Wide Area Network, which covers Parliament House and all 96 electorate offices. The change in provider will lead to short and long term costs savings, and increase the bandwidth available to many offices.
- A new web-streaming provider was also sourced, following the completion of a review of web streaming technology in March 2015. The Parliament's new streaming service uses the latest HTML 5 technology, which supports both Windows and Apple devices.
- In collaboration with DPS Branches and the House Departments, IT Services led the development and implementation of a new parliamentary intranet. Launched in September 2014, the new resource is more contemporary, user-friendly and useful, providing news, resources and information to members and staff.
- In July 2014, a new IT service management system was implemented to improve the responsiveness and effectiveness of the IT Servicedesk – one of the most used resources in the Parliament. The new system - 'Heat 2014' - allows better management of requests for service and support, with improved transparency. Members and staff are kept in the loop and no request is overlooked.
- A large project to upgrade the Parliament's core information systems was commenced this financial year. The project involves staff from across the parliamentary departments and has so far seen the Parliament's new intranet migrated from Lotus Domino to SharePoint. For end-users, the migration means a simpler and more intuitive content management system.
- Working with library staff, the Parliament's record management system was upgraded from TRIM 7 to HP Records Manager 8.1. This will ensure ongoing improvements to the Parliament's digital record management.
- The Parliament House Wi-Fi service, which already provides internet access throughout the building for members, staff and their visitors, has been expanded to provide Parliament-supplied notebooks with direct access to the internal parliamentary network. Members and staff can now stay securely connected and continue working while moving between their offices, the parliamentary chambers and anywhere else within the precinct.
- Also improving connectivity was the extension of the BYO mobile policy to allow members' staff to access parliamentary email, calendars and contacts via their personal devices.
- Finally, the implementation of an off-site data centre and applications environment this financial year will mean that our disaster recovery capability is now enhanced. This feeds into the broader Business Continuity Management System currently being developed for the Parliament (see the Financial Services Branch entry for more information).

Plans for 2015-2016

- Building on the important work to upgrade electorate office network infrastructure, network compression and other optimisation technologies will be progressively enabled and configured, further improving network performance in electorate offices.
- The team will also continue its two-year program to upgrade the Parliament's core information systems, with the next phase to include implementing new systems for Hansard and House Paper production, Bills tracking and precedents databases.
- Working collaboratively with the House Departments, the team will oversee a number of upgrades to the Parliament's website. The upgrades will be designed to improve the accessibility of the website and its effectiveness as a public resource.
- A major program will be undertaken to make it possible for members to lodge their entitlements claims online. Expected to take two years to complete, this project will be a collaborative effort between the Information Services, People & Engagement and Financial Services Branches of DPS. The end result will be a contemporary and streamlined system for processing members' entitlements claims with better risk management, greater accessibility for members and increased efficiency and transparency.
- As part of the ongoing upgrade of IT resources, all desktop computers in Legislative Assembly members' Parliament House offices will be upgraded. Multi-Function Devices providing print, scan and copy services in electorate offices will also be upgraded.
- The Parliament's software will also be update, with a rollout of a new Microsoft Office suite to begin in 2015/2016.
- As the Parliament pursues consolidation of its many databases onto a single Microsoft SQL Server platform, its Oracle platform will be decommissioned. This will enable the Parliament to make more effective use of its virtual server platform, improving redundancies across the network and enhancing disaster recovery capability. Reduced licensing costs will be achieved, and the complexities associated with supporting multiple technologies will be reduced.
- Core network switches and SAN storage at Parliament House will also be replaced in the coming year. This upgrade will improve long-term reliability of the network and offer improved network performance.



THE PARLIAMENTARY LIBRARY

The Parliamentary Library, which now incorporates the Records and Archives section, collectively delivers research, information awareness and information management services to members and staff. The team also manages the Parliament's significant historical and archival collections: an important legacy collection that details the cultural, political and social development of NSW.

Over the past financial year, the Library has seen essential upgrades to its infrastructure and has harnessed new technologies to improve access to information for members, staff and the public.

Highlights of 2014-2015

- In February 2015, in collaboration with the Facilities Branch, the Library completed a major refurbishment of its 'Stack' storage area; an area beneath the library which houses many of the Parliament's significant books and records. A veritable treasure trove of history and culture, the Stack had not been updated in over 30 years. Completed on time and on budget, the project involved a significant upgrade to environmental controls and storage, as well as a systematic review of the entire Library collection.

The new stack brings the Parliament into compliance with State Records environmental control standards and work health and safety standards; ensures the preservation of important parliamentary records, archives and library material, currently valued at over

\$38 million; achieves important efficiency and long-term cost savings; and generally improves the storage of historic documents.

- Also in February 2015, responsibility for web content management, records management and the parliamentary archives was formally integrated within the Library. This paves the way for efficiency improvements in managing the refurbished Library Stack as a combined repository for records, archives and library material. It also allows for the more flexible allocation of specialist staff to manage the vast amounts of information contained within the library.
- As part of its role in facilitating access to information, the Library has traditionally offered a media monitoring services to members and staff, enabling the Parliament to keep abreast of what is being reported in the media. In June 2015, the Library completed the rollout of Mediaportal, a media monitoring and alerts service that provides comprehensive access to breaking news from over 400 sources including newspapers, TV, radio and news websites.

The Library Stack is home to a significant collection of records, archives, books and artefacts, currently valued at over \$38 million. The Library carefully maintains and preserves this collection on behalf of the people of NSW.



Plans for 2015-2016

- By January 2016, the Library plans to have completed a vast project to digitise parliamentary papers for the period 1824-1901 and Hansard transcripts from the very beginning of their production in 1879. When completed, this will provide unprecedented access to these important historical records.
- With the recent integration of the web content, records and archives management functions in the Library, it is now more than ever the hub of information within the Parliament. Over the next year, the Library will further consolidate its full range of functions and seek new ways to improve the efficiency and effectiveness of its services. This will include reviewing its current operations and continuing to foster beneficial partnerships with neighbours such as the State Library of NSW.
- The Parliamentary Research Service plans to explore the application of online data and mapping software to its research methods, with the aim of producing a new series of statistical papers presenting economic data tailored to different regions and electorates in NSW. The resulting information will provide an informative and specific new resource for members, staff and the public.

PARLIAMENTARY REPORTING (HANSARD) SERVICE

Parliamentary Reporting staff (Hansard) prepare the official report of debates in the parliamentary chambers, as well as transcripts for parliamentary inquiries.

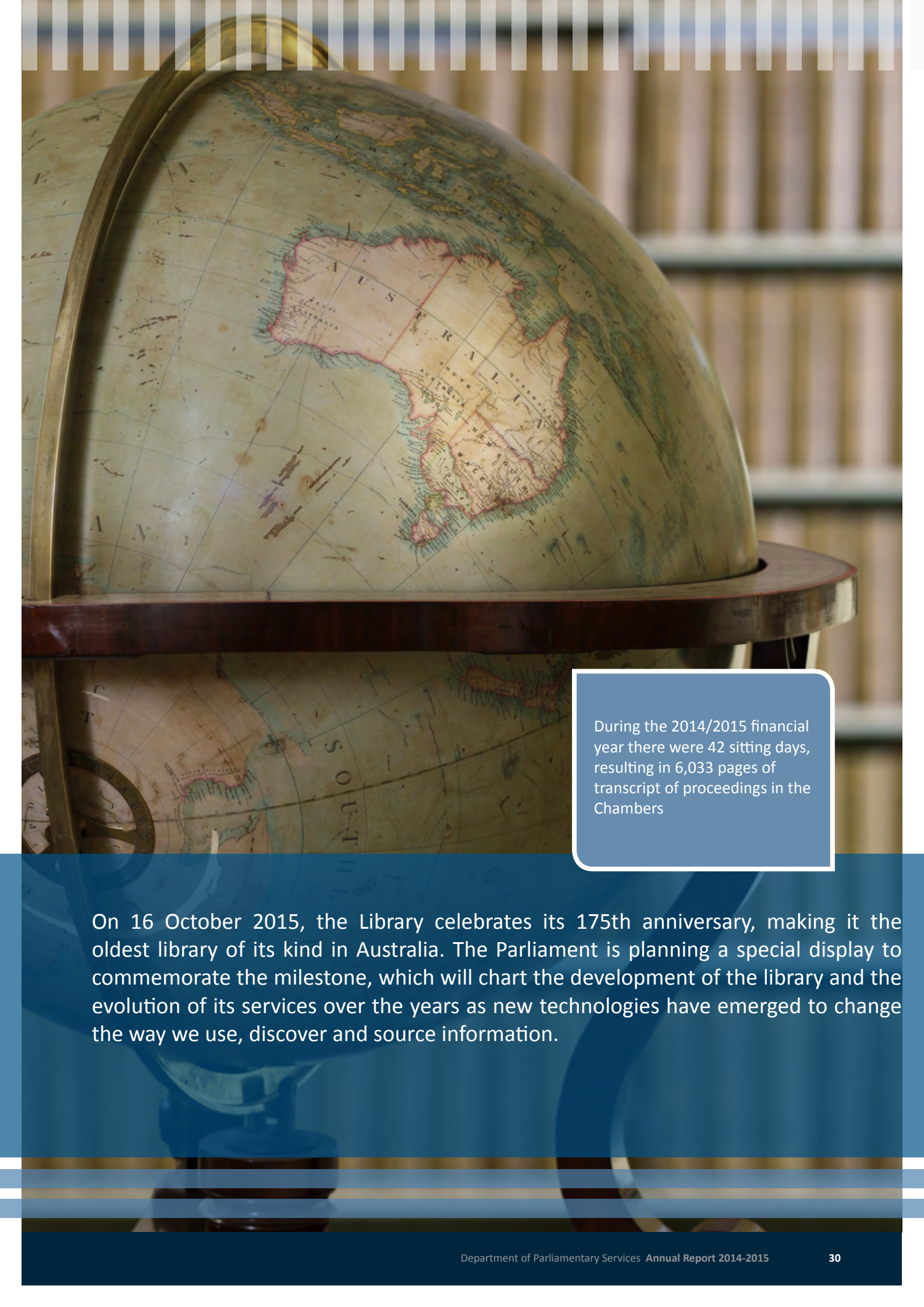
Highlights of 2014-2015

- As part of the upgrade to the Parliament's core information systems, a new Hansard Production System is being implemented. The Parliament has negotiated with both the Federal and South Australian parliaments to adapt their successful systems for use in New South Wales. This will deliver significant cost savings and other long-term benefits to the production of Hansard.

- Fulfilling the Parliament's overall commitment to ongoing efficiency savings, four full-time Hansard Reporter positions were converted into permanent part-time roles. This has delivered cost savings while still ensuring adequate staff resources on hand to meet the demands of busy sittings days and provides opportunities for transition to retirement by staff.
- Effective from the start of the 56th Parliament, traditional Hansard bound volumes are no longer being printed. This is quite a departure from traditional Hansard practice, and ties in with the Parliament's broader sustainability objectives. See the 'Digital Hansard' feature for more information.

Plans for 2015-2016

- The Parliamentary Reporting Service will continue its work in readying the new Hansard Production System for release in January 2016.
- Following the successful introduction of part-time staffing arrangements, a further three full-time Hansard Reporter and two Subeditor positions will be considered for transition to part-time roles over the next three years. This goal will be achieved through natural attrition, and is being made possible by the discontinuation of printed Hansard production and through leveraging the technological upgrades.



During the 2014/2015 financial year there were 42 sitting days, resulting in 6,033 pages of transcript of proceedings in the Chambers

On 16 October 2015, the Library celebrates its 175th anniversary, making it the oldest library of its kind in Australia. The Parliament is planning a special display to commemorate the milestone, which will chart the development of the library and the evolution of its services over the years as new technologies have emerged to change the way we use, discover and source information.

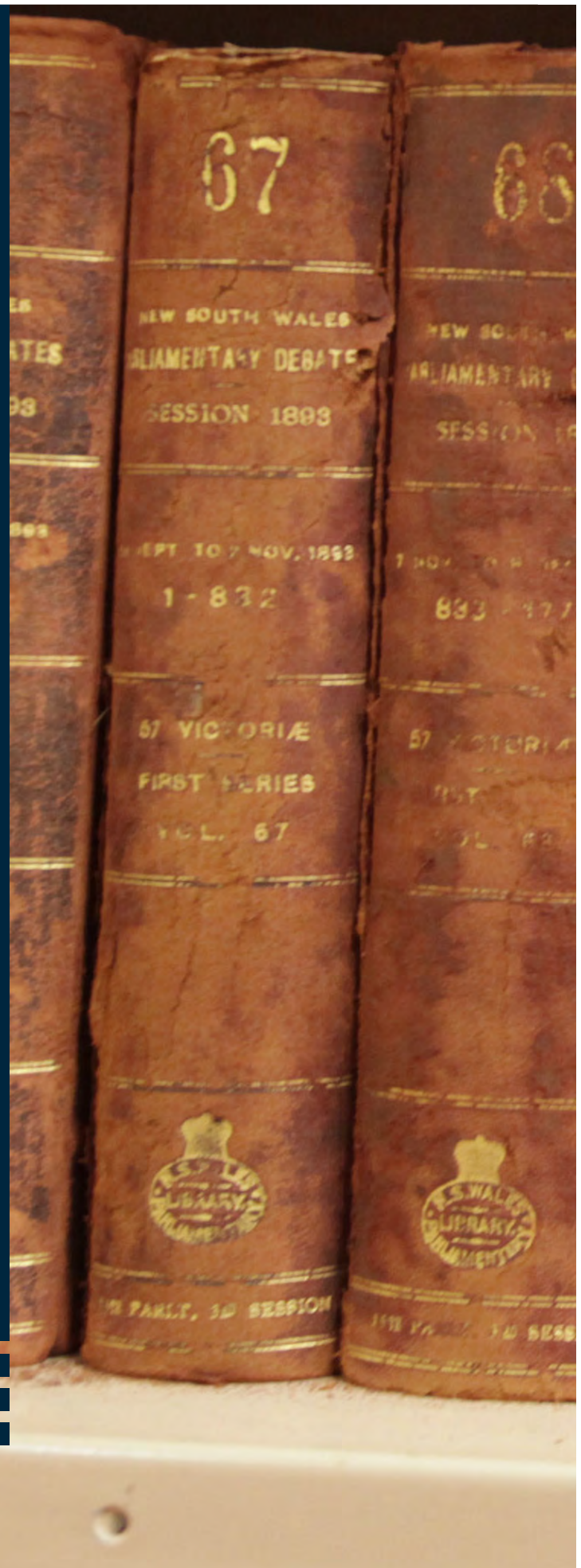
Access to the past and present

The Parliament believes strongly in public access to information, ensuring that the community is able to engage with the Parliament and the democratic process. Publishing transcripts of parliamentary debates is just one of the ways we seek to keep people informed of what transpires in the Chambers, and we are pleased to announce that from January 2016, it will be easier than ever for the public to access transcripts of debates.

The Hansard team will be launching a new production system that will reduce lead times for publication; improve access from mobile devices; incorporate useful hyperlinks and improved search functions; and allow readers to subscribe to email alerts. So whether you are a keen follower of parliamentary debates, or if you are just searching a specific topic or quote, the tools are there to help.

And history buffs will be excited by another project underway to publish previously unseen historic records, covering the years 1824-1901. Staff from across the three departments are unpacking boxes as we speak, scanning and preparing hundreds of records for publication in early 2016. Some of these have been stored away for nearly two centuries, dating back to a time when Queensland, Victoria, Tasmania, Norfolk Island, New Zealand, parts of South Australia and the Northern Territory were all governed from NSW.

Keep an eye on the Parliament's website for more details – www.parliament.nsw.gov.au
These projects are part of the Parliament's ongoing commitment to the Open Government initiative.



Hansard in the digital age

The way we send, receive and access information is constantly changing, and the Parliament is working hard to ensure we don't get left behind. The onset of the digital age has revolutionised the way the Parliament communicates and releases important information, and the publication of Hansard transcripts is the latest area to receive a digital makeover.

Effective from the start of the 56th Parliament of NSW, Hansard volumes will only be produced and published in digital form. This may not seem like a big deal, but Hansard transcripts have been printed and bound since the days of the 9th Parliament, all the way back in 1879. Now, over 130 years later, the demand for fast and easy access to online information has made printed material redundant.

Our website statistics show that the digital volumes are in increasingly high demand, accounting for one in every

three pages accessed on the site. In contrast, the demand for the printed volumes has decreased significantly. Audiences are benefiting from the increased accessibility and timeliness of the digital Hansard records, which are published well in advance of traditional paper volumes (which sometimes would not be released as a completed volume until the following year).

And it is expected there will be other benefits, too. For example, the savings in labour costs alone are estimated at around \$190,000, while digital production also promotes a more sustainable and environmentally friendly practice. Anyone interested in learning more can visit our website – www.parliament.nsw.gov.au

Streamlining the administration of members' entitlements

Starting in early 2015, the Information Services, Financial Services and People & Engagement Branches will collaborate on a two-year program of work using the Parliament's SAP system to streamline administration of members' expense claims under Parliamentary Remuneration Tribunal (PRT) determinations. These are a very complex system of entitlements which attract a high level of public scrutiny. Most claims lodgement processes are still paper-based, requiring a lot of time, effort and paperwork. While this system has worked for many years, there is a lot of room for improvement when it comes to making this process simpler, more reliable and more efficient. Online systems can also help control risk; an important consideration.

In early 2015, a pilot was launched to test whether the SAP portal could be used to lodge and approve Additional Temporary Staff claims.

A small sample of members signed up to test the program which not only worked, but left members wanting to see a permanent switch to the easier and more convenient online claims management. The days of the humble paper form are now numbered!

Over the next two years, the DPS Branches will work hard to develop and roll out online lodgement services. These services will have many benefits, including:

1. Risk management. The 2012 NSW Auditor-General's Report Volume 1 recommended increasing the level of information captured about members' claims, as well as shifting to online systems to better manage risk. Online processing allows for improved accuracy, reporting and risk control.
2. Mobile access, with members able to lodge claims from anywhere, at anytime.
3. Greater efficiency and transparency, with online claims able to be immediately assessed and validated, avoiding delays and the potential for human error in dealing with paper forms. Online lodgement will also ensure that all records have an audit trail, with members able to have access to clearer reporting and monitoring of claims status.

Parliamentary Catering

Parliamentary Catering manages the essential task of ensuring that members and staff are fed, watered and caffeinated while on the job. There are four main catered outlets within the Parliamentary precinct including Café Quorum, the Strangers' and Members' Dining Rooms and the recently opened Public Café. The team also manages the Parliament's function service for internal and external clients, catering to events of just about every shape and size from board and party room meetings through to lunches, dinners, cocktail functions, awards nights and more.

The quality of food and service continues to grow at Parliament, attracting great reviews from members, staff and corporate clients. The kitchens are producing first class menus under the direction of awarded Executive Chef David Learmonth, while the cafés are benefiting from the experience of expert baristas.

Over the past 12 months, the Branch has focused on reinvigorating its services to ensure that Catering continues to meet and exceed the expectations of the Parliament and our growing corporate client base. The redesign of the parliamentary kitchens has achieved new efficiencies while the chefs have continued to source the finest quality produce from NSW growers, farmers and producers: a hallmark of parliamentary menus.

This year, Parliamentary Catering achieved an important milestone with the launch of its first ever Public Café; a new space on level 7 that provides a contemporary and accessible area for the public to enjoy a quality and affordable meal within the precinct. The café has grown steadily in popularity and is fast becoming a new hub for members, staff and visitors.

Highlights of 2014-2015

- The significant improvements made to the quality of our menus, speed of service and quality of coffee production has led to a considerable increase in revenue in Café Quorum. At the same time the cost of sales and employee related expenses were reduced, contributing to significant savings.
- The Public Café was opened in September 2014 on level 7 of the Parliament, in the area known as the Staff Bar. The Café is intended to encourage greater public visitation to Parliament House by providing an engaging new space for visitors to enjoy high quality, affordable food and beverage items as well as a souvenir shop. Members and



staff also benefit from having an informal space to meet with visitors, providing an alternative venue to meeting rooms, Café Quorum and the dining rooms.

- A new Room and Venue Use Policy was implemented in March 2015, outlining the process and requirements of booking and using rooms in Parliament House. The new policy replaced a series of outdated policies and protocols that either did not reflect current uses or were not adequately documented. The new policy provides clarity in relation to criteria for charitable organisations, obligations of members as function hosts, general terms, conditions and venue hire rates.
- Parliamentary Catering introduced flexible staff rostering for permanent staff late last year to ensure that services can be delivered efficiently and effectively, particularly in busy periods such as sitting weeks. The rostering model will provide staff with equal access to professional development opportunities and reduce our reliance on casual staff.
- The Catering Kit was updated with new options available for members to enjoy including convenient party room platters and school catering packages.
- Following the 2015 State Election, all members were provided with new crockery and cutlery for their offices, enabling them to dine within their own rooms especially during busy sitting days.

Plans for 2015-2016

- A marketing strategy has been developed to more proactively promote the function business to external clients. The strategy encompasses a modest program of showcase events, advertising and direct marketing to raise awareness of the Parliament as a catered venue in the Sydney CBD. The strategy will be implemented in the coming financial year and will focus on securing new clients in order to generate additional revenue for Parliamentary Catering.
- To complement the recently launched Public Café, plans are underway to launch a new High Tea in the House experience at Parliament House. To be hosted on the last Friday of each month, the experience will provide another opportunity for the Parliament to grow and enhance its visitor experience strategy. The experience will be promoted to members,

staff and the public and will provide an opportunity to open the Strangers' Dining Room to the public.

- Further revenue opportunities are being explored, including plans to enable a panel of external caterers to cater for their client functions at Parliament House. A tender document is in development, with top tier caterers expected to express an interest.
- In order to improve on our services and products, the team will regularly consult with customers and reviews its menus to ensure we are catering to all needs and requests.

Over **40,000** free range eggs are cracked, scrambled, poached, fried, boiled and baked every year at Parliament House

The Parliamentary Chefs churn over **20 litres** of fresh sorbet and ice cream in a week



Michael Banfield
Acting Sous Chef
Parliamentary Catering

The services of Mr Michael Banfield are highly sought after within the Parliament. In fact, it is quite possible that a lot of things wouldn't get done without his input. But you won't find Michael in an office. And you won't find him advising members or staff on matters of policy and the like. Where you will find Michael is in the parliamentary kitchens, where he plies his trade baking delicious scones, pastries and other delectable treats to satisfy the parliament's sweet tooth.



Michael is Acting Sous Chef, and has been working at the Parliament for around six years. During his time, he has quite literally baked several thousand sweet treats which have been enjoyed by members, staff, visiting dignitaries and even the occasional royal!

A professional and dedicated chef, Michael is happiest when he is in the thick of the chaos and helping to make sure the kitchens run smoothly. "I really enjoy the awesome rewards of either a small or huge dinner being accomplished without any problems," he said. "At the end of the day on Friday you can look back on the whole week and say 'how did we manage to do that?' And you walk out with a smile on your face."

Michael's career began in a small bakery in country Adelaide, before he travelled to the Gold Coast to work as a pastry chef and then to Sydney, honing his skills in hotel and hospital kitchens. At the Parliament, Michael has worked with a quite determination to develop his skills as a chef, team leader and kitchen manager. Recently appointed Acting Sous Chef, he is now responsible for working alongside Executive Chef David Learmonth to ensure the kitchens run like clockwork.

"Working with David, I have continued to learn, to explore new foods, menus and techniques," he said. "I have a continued sense of satisfaction seeing what is now coming out of the kitchens and I look forward to even better things to come."

MEET THE TEAM

A public place for a coffee or a bite!

In September 2014, the doors opened to the Parliament's first ever Public Café; an exciting new venue that provides visitors with an opportunity to sit down, relax and spend some time enjoying the unique environment of Australia's first and oldest Parliament. And it is already attracting regular crowds of members, staff and visitors eager to experience this new Macquarie Street hub.

Located on level 7, the café has transformed the Staff Bar into an accessible, light-filled and contemporary community space. Many of the retro fittings remain while works by renowned Australian photographer Max Dupain decorate the walls. The effect is an eclectic mix of the contemporary and the traditional; a common theme running throughout the precinct.

The menu has been designed by Executive Chef David Learmonth, and offers a great selection of high quality and affordable meals that have received rave reviews from customers. David and the team have also created a tempting array of house-made truffles and scones to be enjoyed with a tea or coffee.

With a gift shop onsite selling unique souvenirs and keepsakes, it is hoped the café will develop into an exciting and profitable addition to the precinct. And it is certainly helping the Parliament to better meet its community engagement objectives, offering

visitors a unique and convenient new way to enjoy their time with us.

The café is open Monday to Friday on sitting and non-sitting days, from 9:30am to 4:00pm. For more information, visit www.parliament.nsw.gov.au



Financial Services Branch

The Financial Services Branch of the Parliament is not your typical financial team. While it encompasses a professional and efficient Accounting Services section, it also includes the Members' Entitlements section: an administrative unit that is unique to parliaments. Both are tasked with the responsibility of looking after the financial accountability of Australia's first and oldest Parliament.

The Accounting Services team specifically has responsibility for: payment of accounts; invoicing and debt collection; preparation of taxation returns; preparation of monthly financial reports; asset accounting; annual financial statements; preparation of budgets and overall financial management.

The Members' Entitlements team, meanwhile, is responsible for: assessing and processing of members claims; provision of education, training and advice to members in the use of their entitlements; and updating the Members' Handbook and other documents outlining rulings of the Parliamentary Remuneration Tribunal, legislative and administrative changes.

In the past financial year, the Branch has been particularly occupied with the 2015 State Election, and with assisting the Facilities Branch to cost and seek funding for the program of capital works. At the same time, many important changes were being planned following the completion of a comprehensive review of all services provided by the Financial Service Branch. For example, online technologies and specialised software have been explored to streamline processes and make it easier for members and staff to manage their parliamentary finances and entitlements.

Highlights of 2014-2015

- In 2013-2014, the Branch participated in a comprehensive review of all financial services offered to members and staff. This included interviews with members of Parliament, corporate managers and staff as well as our own Financial Services team members. The final stages of the review were completed during this financial year. The results of the review will inform evaluation of services, identify opportunities for development and improvement, implement changes to business processes and systems and devise structural changes.
- The second edition of the Members' Handbook was published in February 2015, providing an up-to-date resource to help members better understand their entitlements and the relevant legislation.
- The Branch continued to coordinate the renewal of the Parliament's Business Continuity Management System (BCMS), working with the other DPS Branches and the House Departments. Once in place, this system of processes and policies will help to protect the Parliament against business interruption events. The majority of the work is now completed, with the BCMS expected to launch shortly.
- Further improvements were made to the efficiency and accuracy of end-of-year administrative processes, ensuring that the Parliament's expenditure is recorded and reported.
- Following the 2015 State Election, the Branch worked with internal auditors to ensure that a full review of members' entitlements of the 55th Parliament was completed. The Branch



also promptly established new cost centres for all returning and newly elected members of the 56th Parliament, enabling them to have immediate access to services and resources across DPS.

- A full asset revaluation of the Parliament's land, buildings, artworks and antiques was undertaken, with the asset register extended to include the new corporate office wing on level 9. A new barcode scanning system was introduced to improve the accuracy and efficiency of parliamentary asset stock takes.
- The Members' Entitlements System, previously used to administer and track some member entitlements, was replaced with a new Travel Management Module. The module works within the Parliament's existing SAP financial system to provide a more efficient tool for members to manage their entitlements, while improving backend processes for the Financial Services teams.
- Working with Parliamentary Catering, a more robust cost recovery plan was implemented with the majority of outstanding debts recovered and the remaining debtors committed to payment plans.

Plans for 2015-2016

- A major project to enable the online submission of members' claims will be implemented in this coming financial year, and will be a joint effort between the Financial Services, People & Engagement and Information Services branches of DPS. This project will deliver significant improvements to services currently offered to members and staff, making it easier for them to manage the claims process. The project will take approximately two years to implement.
- A restructure of the Financial Services Branch will follow the completion of the review of its services, processes and operations.
- The recently introduced Travel Management Module will be enhanced with ongoing reviews and improvements made to its functionality and efficiency as it continues to be picked up by members.
- Working with the People & Engagement Branch, the Financial Services team will contribute to the recently launched e-learning modules by developing courses in members' entitlements, SAP usage and financial management.
- Working with Parliamentary Catering,

the team will implement a more effective method of managing debtor and bank account management, making it easier for the Parliament to ensure all accounts are paid on time. This will involve integration of the current Micropower Catering Point of Sale system with the Parliament's SAP financial system.

- Detailed service costing models will be developed for key service delivery areas of the Parliament, to assist the institution with planning for efficiency savings requirements or funding enhancement.
- A 'Total Asset Management Data Plan' will be developed to identify and prioritise assets requiring replacement in the medium term.

In 2014 -2015...

The team assessed and processed more than **50,000** claims, responded to more than **10,000** emails and answered more than **5,000** phone calls requesting advice



THE PARLIAMENTARY ART PRIZES

Art prizes and exhibitions probably rank among the top things that the average person wouldn't associate with the Parliament of NSW. But did you know that the Parliament is actually quite active in the arts space? Throughout the year, we host several free public exhibitions of community art in the Fountain Court, including three art prizes that have become permanent and well-regarded fixtures on the arts calendar.

The NSW Parliament Plein Air Painting Prize

The NSW Parliament Plein Air Painting Prize is one of the big events on the Parliament's exhibition roster. One of the few landscape prizes in Australia to focus on this unique and age-old style of landscape painting, it has been an annual event since 2008.

Put simply, to paint 'en plein air' is to paint entirely outdoors, immersing oneself in the landscape and painting things exactly as you see them come rain, hail or shine and everything in between. Early champions of the style included Impressionists such as Monet and Renoir and the likes of Arthur Streeton and Tom Roberts here in Australia.

Modern plein air painters find inspiration in all sorts of landscapes. Each year, the NSW Parliament Plein Air Painting Prize is entered by hundreds of artists painting towns, cities, field, rivers, coasts, deserts and even their backyards. Just about every corner of the State has been represented in the competition, which celebrates not just the grand tradition of plein air painting, but also the many and varied landscapes of NSW.

From Balmain to Bowral, Burradoo to Bungawannah, Wollongong to Waterloo, the Harbour Bridge to Hill End, the 42 finalists in the 7th annual NSW Parliament Plein Air Painting Prize delivered a wonderful and eclectic exhibition that went on display at the Parliament from 17 June – 31 July 2015.

Port Kembla artist Evan Salmon took home the \$20,000 prize for his work *Views of Port Kembla*. The piece shows four different scenes of the iconic ports painted onto panels of marine plywood. He was chosen as the winner by this year's judge, Katrina Cashman, Senior Curator at the Mosman Gallery.

"As an artist you don't often get feedback," he said. "It is a great privilege to have been chosen from among so many other fine painters as the winner



of this prestigious landscape painting prize. It's fantastic to receive such recognition for my work as a painter and a great incentive to keep going with plein air painting," Evan said.

Views of Port Kembla will now become part of the permanent collection of the NSW Parliament, joining previous winners such as Guy Maestri, Tom Carment and Euan Macleod. This year's Prize was once again made possible by principal sponsor Telstra.

The NSW Parliament Landscape Photography Prize

Complementing the Plein Air Painting Prize is the NSW Parliament Landscape Photography Prize, launched in 2014 in partnership with the Head On Photo Festival. Held at the Parliament throughout May, it also celebrates the landscapes of NSW, as captured through the lenses of contemporary photographers.

The 2015 Prize was won by Sydney-based photographer Catherine Cloran, who photographed development works being carried out in Centennial Park. "The image is designed to show the collision between the natural and urban landscapes, while exploring also the way the two can co-exist," said Ms Cloran.

Ms Cloran was awarded the \$10,000 cash prize, generously donated by Desane, and the photograph will now become part of the Parliamentary Collection.

This page: Evan Salmon, pictured with the Hon Troy Grant, Deputy Premier and Minister for the Arts and Katrina Cashman, Senior Curator at the Mosman Gallery
Opposite page: Evan Salmon, Views of Port Kembla, winner, 2015 NSW Parliament Plein Air Painting Prize; Catherine Cloran, Construction, winner, 2015 NSW Parliament Landscape Photography Prize

The Parliament of New South Wales Aboriginal Art Prize

Launched in 2004, the Parliament of NSW Aboriginal Art Prize is one of the most valuable art awards on offer for Aboriginal artists born in or living in NSW. Thanks to a partnership between the Parliament, Campbelltown City Council, Arts NSW and the University of NSW Faculty of Art & Design, it is worth \$40,000 to the winning artist and offers a series of residencies and scholarships to Aboriginal artists and students.

Over the years, the Prize has provided an opportunity for Aboriginal artists to share their ideas and craft with the wider community of NSW, through the unique forum of Parliament House. For some, it is a chance to share stories rich in culture, tradition and connections to the natural and spiritual. For others, it is an opportunity to voice their opinion on contemporary issues of identity, politics and race.

2014 was the 10th year of the Prize, and fittingly received a record number of entries from established and emerging artists. With a mixture of sculpture, paintings, digital works, photographs, jewellery, carvings and illustrations, it was one of the most diverse exhibitions to date.

Wiradjuri artist Nicole Foreshew was selected as the overall winner by judges Matt Poll, Carly Lane and Stephen Gilchrist. Her photographic piece *It comes without seeking 1* depicts a woman with long black hair, wearing a multi-hued robe that was hand-dyed by Nicole using leaves, minerals and other materials collected on walks through the city and bushland.

“It is very important that artists, and particularly Aboriginal artists, have the opportunity to create new work,” she said. “Focused mostly on the cultural imprints of people and country this series enacts sacred space through wearing of cloth. The use of sourced plants and minerals (pigments) are found on the surface of suburban architecture and extracted from fertile landscapes.”

The month long exhibition in October 2014 was well received by members, staff and visitors to the Parliament. Nicole’s work is now acquisitive to the Parliament’s permanent collection, boosting its selection of contemporary Aboriginal art.

“It is very important that artists, and particularly Aboriginal artists, have the opportunity to create new work”



Nicole Foreshew *It comes without seeking 1* Winner; 2014 Parliament of New South Aboriginal Art Prize

Politics & Sacrifice: NSW Parliament and the ANZACs

From 7 January to 30 April 2015, the Parliament joined the nation in marking the Centenary of the First World War with an exhibition titled *Politics & Sacrifice: NSW Parliament and the ANZACs*. Through a display of photographs, books, newspaper articles, propaganda and records from the Parliamentary and other collections, the exhibition explored some of the political aspects of the war; from the conscription referendum campaigns to the treatment of dissenters and so-called 'enemy subjects' living in NSW.

The exhibition also told the stories of the members and staff who served as soldiers, officers and medical personnel in campaigns at Gallipoli and the Western Front. The major feature was the remarkable stories of Sergeant Ted Larkin and Lieutenant-Colonel George Braund; the only Parliamentarians in NSW to fight and die in the Great War, both giving the ultimate sacrifice on the ill-fated shores of Gallipoli.

The exhibition was launched on 15 January at a morning tea attended by the Governor of NSW, the Hon David Hurley AC DSC (Ret'd), current and former members of Parliament, the then Minister for Veterans Affairs, the Hon Victor Dominello MP, the Presiding Officers of the Parliament, sponsor representatives, parliamentary staff and families of the members and staff featured in the exhibition.

It is estimated that around 35,000 people viewed the exhibition over the two month period. As always entry was free, making the exhibiton accessible to the whole community. Two special openings on Australia Day and ANZAC Day allowed weekend visitors the chance to view the exhibition and learn more about the Parliament and its involvement with the Great War.

The exhibition was made possible through sponsorship provided by the RSL & Services Clubs Association of Australia, Leagues Clubs Australia, The Returned & Services League of Australia (NSW branch) and the Men of League Foundation.

Staff from DPS played many and varied roles in delivering the exhibiton, working closely with staff in the House Departments and the overall project management coordinated through the Office of the President of the Legislative Council.

DPS staff assisted with the planning and development of the exhibition; with research and the drafting of content; with securing and managing sponsors; with the installation of the exhibition; with promotions and marketing; with the development of education resources and more.

We are extremely proud of this exhibition and its contribution to the national commemorative program. It provided a wonderful opportunity for the Parliament to reflect on the courage and sacrifice of our servicemen and women, and to tell the many stories of the impact of the War on our members and staff, and on the political development of NSW.



BEHIND THE SCENES OF THE STATE ELECTION

What goes on behind the scenes, while you're deciding who gets your vote?

The biggest event on the New South Wales political calendar, the 2015 State Election was an extremely busy time for DPS, as the Branches worked together to help deliver a seamless transition into the 56th Parliament of New South Wales. This was just the second State Election that DPS has faced as a Department, and our staff excelled in their coordinating duties. The large volume of work that is performed within a short timeframe to both transition members and staff out of parliament and then induct newly elected members and their staff, massively stretches our resource capacity which do not increase for election periods. It is therefore a significant achievement that our staff successfully provided exceptional, timely and organised support to the House Departments, members and staff.

So what exactly happens at the Parliament during Election time? And what does a department like DPS have to do with it all? Well, while New South Wales decides who's going to get their vote, our staff are working around the clock on a wide range of essential tasks and services ranging from administrative support, to arranging office equipment and furniture, network and IT support, catering, education and other important information. Together with our colleagues in the House Departments, it is up to us to ensure that the Parliament is ready to hit the ground running when the polls are declared.

Here are some insights into all the behind the scenes action.

Inducting the new members

One of the first things to be done immediately following the Election is the induction of the new members of Parliament. They need to know the policies, procedures, services and information available to them to support their duties as newly elected representatives of the community.

Following the 2015 State Election, the three parliamentary departments collaborated on a series of seminars and follow-up information sessions which provided members with an overview of the corporate parliament.

The DPS presentations were delivered by the Branch Directors and some Senior Managers,

taking members through the services provided by DPS within Parliament House and the electorate offices. The full schedule included:

- An introduction from the Executive Manager, DPS
- Salary and allowances
- Information Services
- Parliamentary Education
- Security and facilities
- Staffing
- Parliamentary Catering.

IT Services, Library and Research, Human Resources and Education staff were on hand during these sessions to ensure that members were able to ask questions, complete employment forms and arrange access to the Parliamentary network and library services.

Members were also provided with useful take-away information include a specially-produced Guide to DPS Services, fact sheets from Human Services, Parliamentary Education, Catering and the Library, and a publication from the Research Service which summarised some of the key issues facing the 56th Parliament. The newly launched intranet was updated by all DPS teams to ensure members and staff could readily access information about services, the relevant policies, forms and guides and regular news and updates.

The role of the DPS Branches

Facilities Branch

The turnover over of members and staff following an Election means a reshuffling of Parliament House offices; a task that falls to the Facilities Branch. There are non-contesting members vacating their offices, re-elected members needing to relocate, new members waiting to move in and office spaces that need to be modified to suit the needs of the incoming parties.

This time around, the Facilities team helped 72 members move office, working quickly under pressure to coordinate the movement of furniture and belongings, the relocation of office equipment and the collection and issuing of office keys. By the time the members stepped through the doors on the first sitting day, their offices were ready and waiting.

The Branch also issued new security passes to all 135 members of the 56th Parliament and their staff, ensuring they were able to safely and securely access the precinct.

People & Engagement

The administrative requirements of the State Election are immense. For the Human Services and Payroll teams, it is one of their busiest periods as they work to complete exit procedures for non-returning and non-contesting members and staff, while at the same time preparing to onboard new members and their staff. The team is also inundated with enquiries relating to staffing, entitlements, superannuation and more.

Following this most recent State Election, the Human Services and Payroll teams processed over 80 separation payments and on-boarded nearly 200 new staff for members of the Legislative Council and Legislative Assembly. Working to extremely tight timeframes, the teams ensured that staff received the necessary employment forms and policies. Thanks to their hard work, members' staff were able to access IT, payroll and security systems within 24-48 hours of submitting their employment forms.

The Parliamentary Education and Public Relations teams were kept busy during election time, working on a program of initiatives to inform and education the community about the voting process and how the system of Government works in NSW. This year, the Education team hosted two seminars called Visit Before You Vote. The booked-out sessions broke the legislature and the voting system down into easy to understand terms. The Parliament's online resources were also updated, and the Facebook page used to communicate important links and information to the Parliament's Facebook followers.

Information Services

The Information Services Branch is responsible for ensuring that all members and staff are connected to the parliamentary networks and equipped with computers, printers and mobile devices. Immediate connectivity is a necessity for the job. Needless to say the IT Services team is in pretty high demand around election time.

Leading up to and following the Election, IT Services staff handled the changeover, relocation and setup of computers and printers for 56 Legislative Assembly members' offices and 16 Legislative Council members' offices. In the month following the Election, the service desk responded to 2,056 requests for new services or support. Thanks to their exceptional efforts, members and staff were connected almost as soon as they walked through the door.

At the same time, the Parliamentary Library receives an influx of new requests for services, as members get to work on behalf of their parties and electorates. Within the first two months, Library staff delivered 115 training sessions on library systems, responded to nearly 300 reference or



Some of the resources produced by DPS, to assist with the induction of new members of Parliament.

fact-finding requests and 84 in-depth research requests.

The Parliamentary Research Service also commissioned two research papers providing detailed analysis of the Election results: *2015 New South Wales Election: Analysis of Results* and *NSW Legislative Assembly Election 2015: Two-party preferred results by polling place*. These were published in July 2015 and are available on the Parliament's website.

Financial Services

The Financial Services Branch is particularly sought out for advice on members' entitlements, superannuation and other financial matters. In the lead up to the Election, the team provided regular advice to all members regarding the use of their entitlements in election periods, and helped non-contesting members to finalise entitlements matters before leaving the Parliament.

Following the election, the team offered a series of detailed seminars explaining the somewhat complicated system of entitlements to new members; many of whom needed advice in interpreting the relevant legislation. Needless to say there was a considerable spike in emails and phone calls to the Accounting Services and Members Entitlements teams!

The team also worked under pressure to establish new cost centres for all returning and newly elected members, providing them with prompt access to security passes, payroll and IT services.

Parliamentary Catering

The Catering team plays arguably one of the most important roles as far as members and staff are concerned, and that is ensuring that they are fed, watered and caffeinated during those busy sitting weeks prior to and following the election. And the Café, Dining Rooms and Room Service certainly delivered, including extending their usual business hours on sitting nights to ensure they are always on hand to serve quality food and beverages, no matter the hour.

The team also delivered a set of crockery and cutlery to all 135 members' offices, which will assist members wishing to dine in or host visitors for meetings.



HOME IMPROVEMENT

Transforming what was once a hospital into a working Parliament was never going to be an easy task. The problem of where to house the ever-expanding workforce of members and staff reached boiling point not long after the Parliament was established, and in 1856 plans were drawn up for the construction of a much larger building on Macquarie Street. A lack of funding soon put a stop to those plans, however, and the Parliament continued to squeeze itself into the modest colonial building.

It wasn't until the 1970s and early 1980s that a new multi-storey office block was finally added to the precinct, providing much-needed office space for members, their staff and the staff of the Parliament. However, just three decades on and overcrowding is once again becoming a challenge.

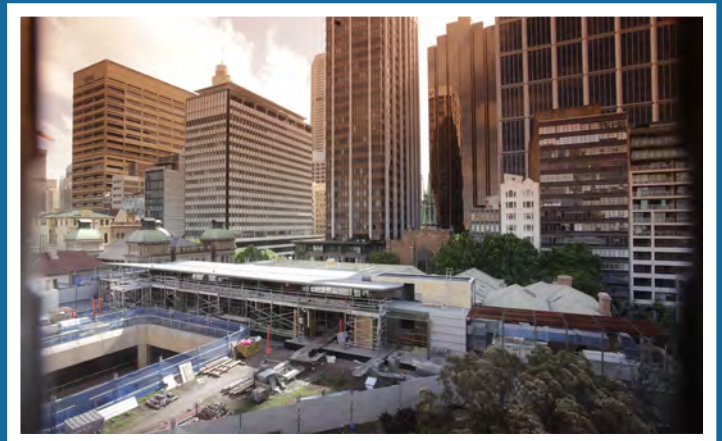
Fortunately, the Parliament was successful in securing funding for a major program of capital works that has sought, among other things, to address this perennial problem of just where to put everyone. During the last financial year, work was completed on the construction of a new office wing on level 9, which is now home to around 39 staff from DPS including the office of the Executive Manager, People & Engagement Branch and Financial Services Branch.

Its construction has allowed other teams within the Parliament to re-locate including staff from the Legislative Assembly committees, who now share an office space for the first time in many years. The improvements to workflows and efficiencies have been felt across the Parliament, with the newly co-located teams able to work side by side to offer members and staff more centralised and convenient services.

Behind the scenes of the build

Adding the new office wing to the precinct was a complex task: any new structures must balance the needs of the contemporary Parliament against the need to preserve its heritage-listed buildings. With this in mind, Facilities Branch engaged the services of Andrew Andersons, who was the Principal Architect with the Government Architect's Office during the 1970s/1980s construction of the Tower Block, to design a compatible and sympathetic building.

The new office block sits adjacent to the historic buildings and directly over the Jubilee Room. Extensive consultation was undertaken with heritage architects and engineers to ensure that the new (cont over page)



Scenes of the construction process

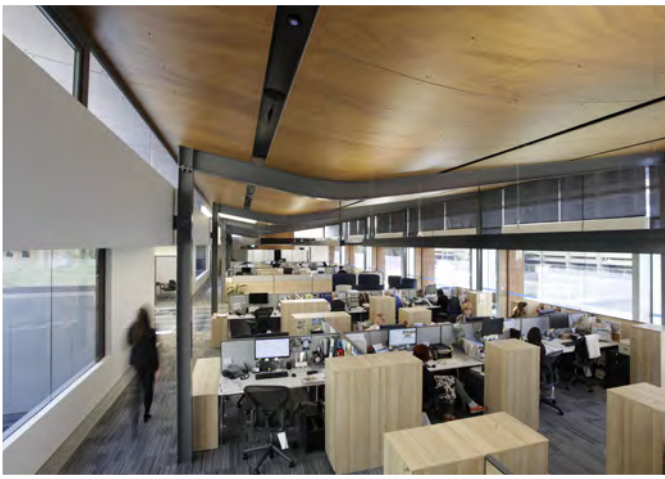
block would not damage the historic structure beneath. Of particular concern was the preservation of the Jubilee Room and its iconic stained-glass ceiling. How could a building be laid on top of the foundations without interrupting the flow of light or damaging the fragile artwork?

The solution was to make the ceiling a major feature of the new office wing. A series of steel frames and supports suspends much of the new building above the Jubilee Room, ensuring minimal pressure on the aged structure. A floating glass floor was installed over the artwork, with a large LED light mimicking the effect of sunlight streamlining through. Looking up from the Jubilee Room floor, you'd be hard-pressed to imagine there is a building overhead.

The contemporary and light-filled new wing was carefully designed to be economical in its use of space and sustainable in its use of materials and resources. Its open-plan design has enabled much more communication between DPS staff, and has made it easier than ever for members and staff to access human and financial services. It has proven a very valuable addition to the precinct and will no doubt continue to facilitate more efficient services for years to come.

The grass is once again greener

To the joy of many, the completion of the new office wing enabled the Rooftop Garden to be re-instated, after it spent many months as a muddy and less than picturesque construction site. Staff from the Royal Botanic Gardens have replenished the soil and have planted new beds of native grasses, shrubs and trees including banksias, tuckeroos, and lilly pillies. There are even plans to establish a new colony of native bees (stingless, of course!)



The completed office block



Parliamentary Service Awards

Each year, the Parliamentary Service Awards are issued to 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 NSW. In the past financial year, 13 staff from DPS reached significant milestones in their careers at the Parliament. They are:

Malcolm Bowyer - 10 years
Scott Couper - 10 years
Phil Goldsmith - 10 years
Santiago Naves Gomez - 10 years
Robert Nielsen - 10 years
Jennifer Gallagher - 10 years
Lenny Roth - 10 years
Yvonne Wilcox - 10 years
Maria Marcinkus - 15 years
Anong Vichapol - 15 years
Suzanne Mendra - 15 years
Thi Trang Toms - 15 years
Andrew Fitzpatrick - 15 years
Colin Blunden - 20 years
Elizabeth Jarka - 20 years
Lisa Gelzinnis - 25 years
Carla Chicharo - 25 years
Shaun Smith - 30 years



From top: Anong Vichapol receives her award; Shaun Smith receives his award; Malcolm Bowyer receives his award. All pictured with the Hon Don Harwin MLC, President of the Legislative Council and the Hon Shelley Hancock MP, Speaker of the Legislative Assembly.

Financial Commentary

The net cost of services for the Department of Parliamentary Services was \$30.417 million and represents 22.5% of the total net cost of services of the Parliament (excluding the Parliamentary Budget Office) for the 2014-15 financial year. This reflects an unfavourable variance of \$198,000 or 0.7% against the budget of \$30.219 million.

The main components of the variance include:

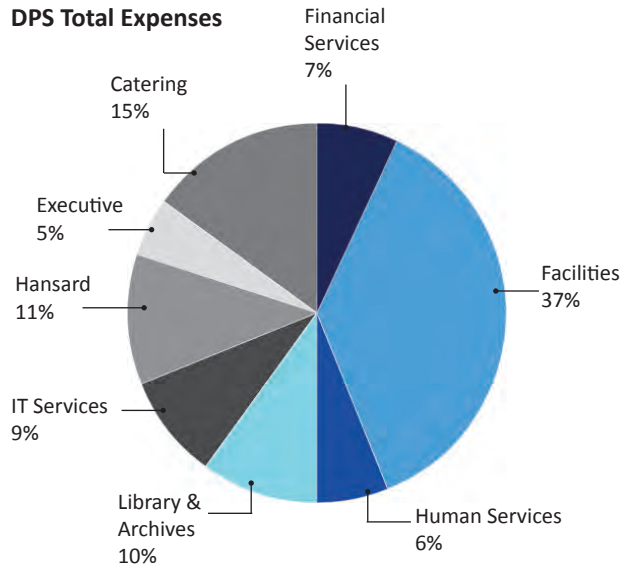
- Other operating expenses being above budget by \$1.509 million reflecting higher security costs following the increase in the terrorist threat level to high;
- Revenue being \$757,000 higher than budget, the main items above budget being sale of goods and services \$503,000 and grants and contributions received of \$166,000; and
- An unbudgeted loss on disposal of \$516,000 mainly for the deselection of excess parts of the Library Collection as part of the refurbishment of the library and records repository.

The net cost of services was \$1.366 million higher than the previous year with the major item being other operating expenses.

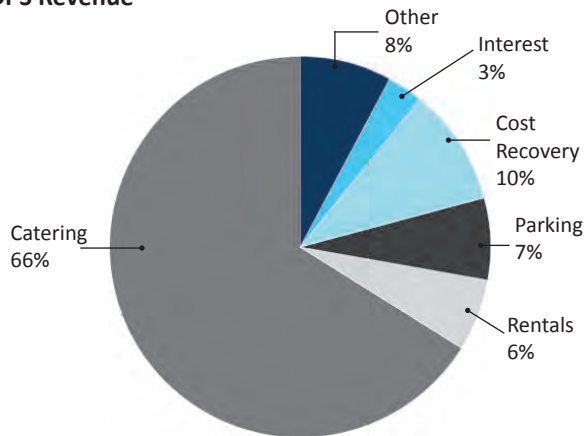
The catering activities, including the hosting of functions, generated 66% of the Department's revenue, which supports the operations of the Parliament and encourages community access.

Employee related expenses accounted for 49% of the total expenses of the Department of Parliamentary Services.

DPS Total Expenses



DPS Revenue



Start of unaudited financial statements

Department of Parliamentary Services

Income Statement for the year ended 30 June 2015

	Actual 2015 \$'000	Budget 2015 \$'000	Actual 2014 \$'000
Expenses excluding losses			
Operating expenses			
Employee related	17,422	18,150	18,081
Other operating expenses	12,193	10,684	10,565
Depreciation and amortisation	5,840	6,182	5,135
Total Expenses excluding losses	35,455	35,016	33,781
Revenue			
Sale of goods and services	4,942	4,439	4,235
Investment revenue	148	112	148
Grants and contributions	190	24	693
Other revenue	274	222	1,463
Total Revenue	5,554	4,797	6,539
Loss on disposal	516	-	1,809
Net Cost of Services	30,417	30,219	29,051

End of unaudited financial statements



APPENDICES

Appendix A

Audit and Risk Committee Report

The Parliament's Audit and Risk Committee ("Committee") and Committee Charter were established in accordance with Treasury Policy Paper (TPP 09-05), *Internal Audit and Risk Management Policy for the NSW Public Sector*. The Committee's Charter sets out the objective of the Committee as follows: "to provide independent assurance to the Clerk of the Parliaments, the Clerk of the Legislative Assembly ("the Clerks") and the Executive Manager Parliamentary Services by overseeing and monitoring Legislature's governance, risk and control frameworks and its external accountability requirements."

Membership

Current membership:

- Ms Carol Holley (Independent Chair from 1 June 2015)
- Mr Alex Smith (Independent Member from 1 June 2015)
- Mr David Antaw (Independent Member from 1 June 2015).

Members whose terms ended during 2014-15:

- Mr Jim Mitchell (Independent Chair from October 2006 to March 2015)
- Ms Christine Feldmanis (Independent Member from March 2011 to March 2015)
- Ms Gerry Brus (Independent Member from May 2011 to May 2015).

The Clerks and the Executive Manager, the Chief Audit Executive and an Audit Office of NSW representative, all attended Committee meetings.

Audit and Risk Committee Meetings

The Committee met four times during the year. In all, the Committee oversaw and monitored:

- internal audit and external audit reports completed during the financial year;
- tracking of internal and external audit actions items from prior reports;
- internal financial performance reports;
- the Parliament's Early Close Procedures;
- the Parliament's End of Year Financial Statements;
- the Audit Office of NSW's Client Services Report and Management Letter;
- management's Representation Letter to the Audit Office of NSW;

- management's Certification of Internal Financial Controls;
- business continuity planning project implementation;
- business risk assessment and updated risk register;
- new strategic internal audit plan for 2014-15 to 2016-17; and
- assessment of its own performance.

Internal Audit

The following audits were conducted during 2014-15:

- individual audits of the entitlement usage of 80 members covering transactions during the 2012-13 and 2013-14 financial years;
- individual audits of entitlements usage of any other members that served during the 55th Parliament to ensure that all were subject to review;
- payroll operations; and
- catering operations.

External Audit

The Audit Office of NSW provided external audit services, covering:

- Independent audit of the Parliament's annual financial statements; and
- Limited review of claims for Members' Additional Entitlements, in accordance with the Parliamentary Remuneration Tribunal's prevailing Determination and rules.

Enterprise Risk Management

The business risk assessment completed in 2013-14 was endorsed by the Audit and Risk Committee during the year. It formed the basis of the new Internal Audit Plan for 2014-15 to 2016-17 that was also endorsed and adopted by the Committee. The risk register will be progressively updated as internal audits are completed and any new risks emerge.

Business Continuity Management

The Parliament is renewing its Business Continuity Management System (BCMS) to align with the international business continuity management standard ISO 22301:2012. The purpose of a BCMS is to protect against business interruption events, by reducing the risk of them and ensuring prompt

recovery from them, ensuring critical operations continue at desired levels and that the reputation and interests of stakeholders are protected.

The Parliament completed a new Business Continuity Policy, Business Continuity Management Program and Business Interruption Response Plan during the year. Individual Business Resumption Plans were prepared for 10 key activities of the Parliament and Business Continuity Officers (BCO) assigned responsibility for their operation and maintenance. Training has been provided to BCOs and awareness training to other key staff. Information on the Parliament's BCMS has also been included in its Induction Program for new staff.

Full disaster recovery capability has been implemented for the Parliament's IT systems, applications and data. Establishment of a business recovery site for the Parliament's back office functions is well advanced and expected to be finalised in the latter part of 2015. Arrangements for an alternative site for Parliament to sit and Members to be accommodated, in the event of a business interruption, is also expected to be finalised by the end of 2015. The renewal project is expected to be completed in June 2016 following a full test of all plans.

Insurance

Insurance covers were provided to the Parliament, its Members and employees by the NSW Treasury Managed Fund. Covers included: Workers Compensation, Legal Liability, Motor Vehicle, Property (including Business Interruption), Miscellaneous (including Personal Accident and Personal Effects). Over the past five years The Legislature has contributed the premiums excluding GST, to the Treasury Managed Fund in the Table 1 below.

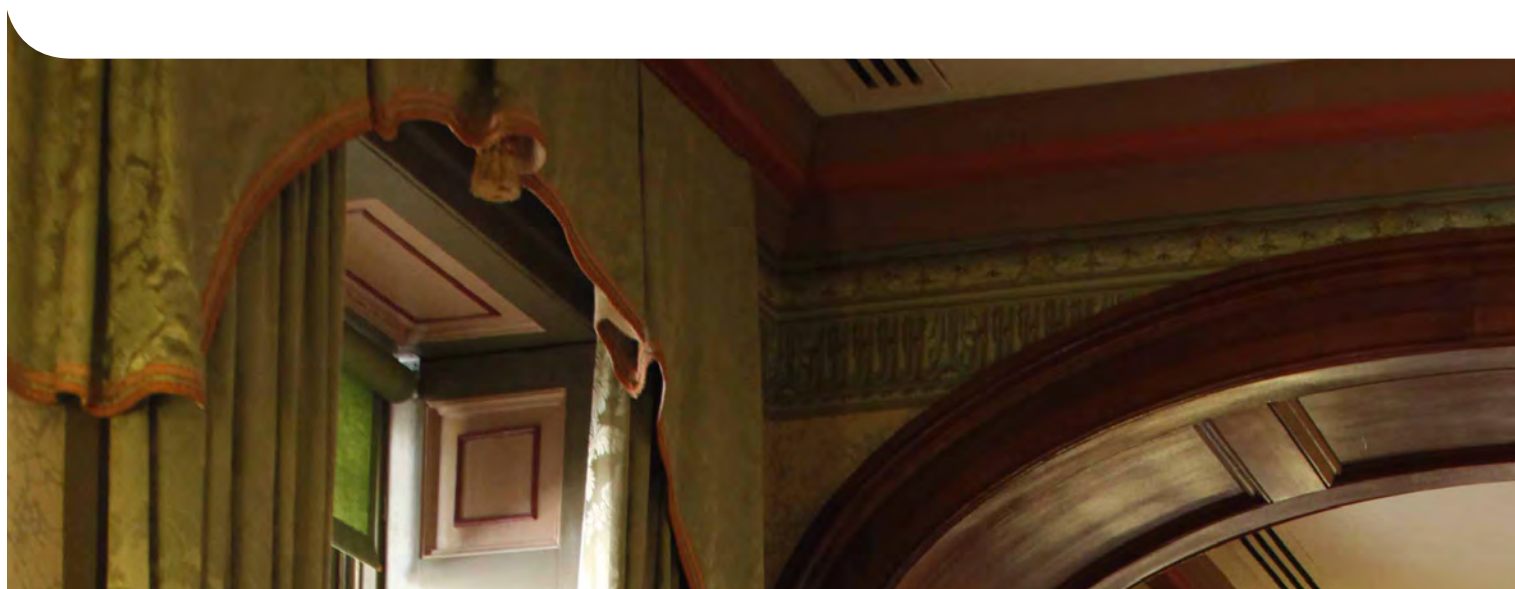
	2010-11	2011-12	2012-13	2013-14	2014-15
Property	\$178,210	\$215,570	\$260,520	\$244,170	\$205,080
Worker's Compensation	\$428,940	\$343,410	\$330,130	\$279,059	\$263,575
Motor	\$1,350	\$1,470	\$790	\$940	\$800
Liability	\$52,670	\$57,510	\$57,360	\$62,350	\$60,060
Miscellaneous	\$17,960	\$11,530	\$15,560	\$15,220	\$9,890
Total	\$679,130	\$629,490	\$664,360	\$601,739	\$539,405
Savings	8%*	7%	-6%	9%	10%

* The Legislature anticipates a 5% savings in the financial year ending 30 June 2016

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 - \$43,593	0	0	0	0	0	0	0	0	0
\$43,593 - \$57,256	38	6	15	23	0	5	5	0	0
\$57,256 - \$64,008	15	6	8	7	0	3	4	1	0
\$64,008 - \$80,997	31	15	15	16	0	5	2	0	0
\$80,997 - \$104,743	56	19	22	34	0	6	5	1	0
\$104,743 - \$130,929	24	5	11	13	0	2	1	0	0
\$130,929 > (Non SES)	8	4	7	1	0	1	0	0	0
\$130,929 (SES)	1	1	1	0	0	1	1	0	0
Total	173	56	79	94	0	23	18	2	0



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. 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. In addition, a new e-Learning module on WHS matters is being rolled out which will be mandatory for all existing and new staff to complete in the coming months.

There were 13 reported WHS incidents (including near misses and actual injuries) reported during the past financial year for DPS.

SUMMARY OF REPORTED INCIDENTS: FINANCIAL YEAR 2014-15

	No. of incidents	Near Miss	STF	Strains	Other	Lost Time
DPS (Overall)	13	6	3	3	1	1

STF = Slips, Trips and Falls

Strains = includes manual handling incidents

Other = all other incidents not categorised



Appendix D

Wage and Salary Movements

The NSW Public Sector wide *Crown Employees (Public Sector – Salaries 2008) Award* was varied to provide a 2.5% salary increase from July 2015 for the following 12 months. Changes to this award also apply to the *Crown Employees (Parliament House Conditions of Employment) Award 2010*. The Parliament House Award contains the pay rates for parliamentary department staff. An identical increase was also applied to members' staff via an increase to salaries contained in the *Members' Staff Conditions of Employment - Determination of the Presiding Officers*.

The Statutory and Other Officers Remuneration Tribunal Determination of 25 June 2015 increased the salaries of the Clerks, Executive Manager, DPS and Deputy Clerks by 2.5% from 1 July 2015.

Appendix E

Public Interest Disclosures

As per Section 31 of the *Public Interest Disclosures Act 1994*, all agencies are required to report on their Public Interest Disclosures (PIDs).


DPS has a Public Interest Disclosure Policy, which is accessible via the intranet, and ensures that staff are aware of this policy. The Human Services team delivers a session on PIDs at the induction program for new staff.

No public officials made a PID to the Department of Parliamentary Services (DPS) during this reporting period. No PIDs were received and no PIDs were finalised in the reporting period.

Appendix F

Library Research Publications 2014-2015

Jun 2015	<i>Right to farm laws</i>
Jun 2015	<i>Sydney's road networks: plans and prospects</i>
Jun 2015	<i>Protests and the law in NSW</i>
Jun 2015	<i>Index of Victoria Cross Recipients by New South Wales State Electorate</i>
Jun 2015	<i>External oversight of police conduct</i>
May 2015	<i>E-cigarettes: regulatory and policy options</i>
May 2015	<i>ICAC v Cunneen: the power to investigate corrupt conduct</i>
May 2015	<i>Domestic and Family Violence</i>
Apr 2015	<i>NSW Economic Update Autumn 2015</i>
Apr 2015	<i>Liquor licensing restrictions to address alcohol-related violence in NSW: 2008 to 2014</i>
Apr 2015	<i>Key Issues for the 56th Parliament</i>
Mar 2015	<i>Pollution in Sydney Harbour: sewage, toxic chemicals and microplastics</i>
Feb 2015	<i>Reducing adult reoffending</i>
Jan 2015	<i>NSW Economic Update: January 2015</i>
Jan 2015	<i>A plunging oil price: implications and expectations</i>
Jan 2015	<i>Integrity in government: issues and developments in New South Wales, 2011-2015</i>
Dec 2014	<i>Feral cats: Do Trap-Neuter-Return programs work?</i>
Dec 2014	<i>The Long Paddock: a legislative history of travelling stock reserves in NSW</i>
Nov 2014	<i>TAFE organisation and funding in NSW: past and present</i>
Nov 2015	<i>Rising cost of living: myth or reality?</i>
Nov 2014	<i>A statistical snapshot of crime and justice in New South Wales</i>
Nov 2014	<i>Crown land management</i>
Oct 2014	<i>NSW Economic Update: October 2014</i>
Oct 2014	<i>The High Court and the constitutional limits of anti-gang laws: in summary</i>
Oct 2014	<i>Policies and prospects for renewable energy in New South Wales</i>
Oct 2014	<i>Builders' liability to Owners Corporations: the recent High Court decision</i>
Oct 2014	<i>Native vegetation clearing in NSW: a regulatory history</i>
Oct 2014	<i>Trends in NSW State finances: 2002-03 to 2014-15</i>
Sep 2014	<i>Criminal liability of carers in cases of non-accidental death or serious injury of children</i>
Sep 2014	<i>A tightening gas market: supply, demand and price outlook for NSW</i>
Aug 2014	<i>City of Sydney Amendment Bills 2014 - the Borsak and Greenwich Bills</i>
Aug 2014	<i>Free votes in the New South Wales Parliament</i>
Aug 2014	<i>Electricity prices, demand and supply in NSW</i>
Aug 2014	<i>Labour force trends in Regional NSW</i>
Aug 2014	<i>Labour force trends in Greater Sydney</i>
Aug 2014	<i>NSW regional labour force trends by labour force indicator</i>
Jul 2014	<i>The Richmond-Tweed Region: An Economic Profile</i>
Jul 2014	<i>Economic Indicators NSW (July 2014)</i>
Jul 2014	<i>Trends in New South Wales public sector assets and sales</i>
Jul 2014	<i>Funding opportunities for community groups</i>



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:

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