



LEGISLATIVE  
ASSEMBLY

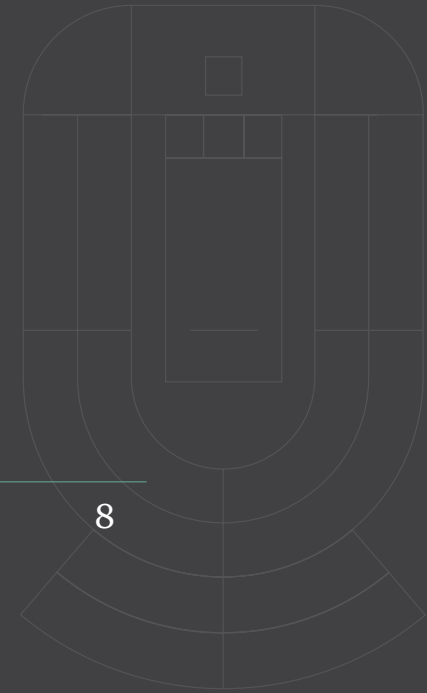
Department of the Legislative Assembly

# Corporate Plan 2019–2023

# Contents

About the Corporate Plan	3
The Setting	4
The Department of the Legislative Assembly	5
What we do	5
Our Stakeholders	5
Purpose	6
Vision	6
Values	6
Operating Principles	6
Operating Environment	7
Organisational Chart	7

Corporate Objectives	8
----------------------	---



# About the Corporate Plan

## of the Legislative Assembly

The objectives of the Department's corporate plan are aligned with the Parliament's strategic priorities. This plan gives a detailed outline of the actions and strategies to deliver on the Department's objectives during the 57th Parliament (2019-2023).

In addition to specific projects, each business unit has its own operational plans incorporating targets and performance measures. These will be used to evaluate the performance of each business unit and measure the extent to which the outcomes support the department's purpose.

As a consequence of the transfer of Electorate Office Services to the Department of Parliamentary Services this document was revised in July 2020 to reflect the transfer and the necessary consequential structural and staffing alignments in the Department of the Legislative Assembly.

### Corporate Governance

The Department of the Legislative Assembly works collaboratively with the Department of the Legislative Council and the Department of Parliamentary to ensure that the Parliament of New South Wales is supported by a strong governance framework.

### Governance Compliance Framework

Our governance framework ensures the department achieves its objectives while complying with all relevant laws, meeting community expectations and complying with standards and codes in respect to probity, accountability and transparency.

# The Setting



## The Legislative Assembly

The Parliament of NSW is comprised of two separate Houses – the Legislative Assembly and the Legislative Council. The Legislative Assembly is made up of 93 Members, each representing an individual electorate in NSW. It is the party or coalition of parties, which can command the support of the majority of Members in the Legislative Assembly that forms the Government.

While both Houses have the power to make laws ‘for the peace, welfare, and good government’ of NSW, all ‘bills appropriating any part of the public revenue, or imposing any new rate, tax or impost’ must be initiated in the Legislative Assembly. The legislative powers of both Houses are set out in the Constitution Act 1902, which also contains general and specific provisions relating to each House.



# The Department of the Legislative Assembly

The staff of the Department of the Legislative Assembly demonstrate a strong ongoing professional commitment to upholding parliamentary democracy and safeguarding the institution to meet the high level of trust and expectations placed on us by the members.

## What we do

We diligently and apolitically serve the House, its committees and Members, provide accurate information to the public, and facilitate community engagement.

Our ongoing core business is to:

- support the sittings of the House
- support parliamentary committees
- provide advice on parliamentary law, practice and procedure
- produce, publish and maintain the records of the House and its committees
- promote and publish public information on the Legislative Assembly and parliamentary procedure
- promote the work of parliamentary committees
- engage with the community
- manage inter-parliamentary relations
- facilitate meetings and events held in the parliamentary precincts.



## Our Stakeholders

Our primary stakeholders are:

- the Members and the NSW communities they represent
- the Executive Government and public sector agencies that are subject to scrutiny by the House and its committees
- individuals and organisations that engage with the Assembly and its committees and rely on our impartial advice and accurate information.

## Purpose

Working for the people of New South Wales by providing:

- impartial advice, support and information to the House and its committees, and to Members so they can perform their representative and parliamentary duties.
- community access to the Legislative Assembly and its proceedings so the people of NSW can fully participate in Parliament.

## Vision

To be leaders in the delivery of parliamentary democracy and community engagement.

## Values

### Integrity

We are honest and ethical.

We are impartial and apolitical.

### Excellence

We are professional and work efficiently and effectively to deliver results.

We are always looking to add value, improve and innovate.

### Respect

We are respectful to one another, to Members, and to our stakeholders.

We respect the institution of Parliament, which we act to preserve and progress for the lasting benefit of the people of New South Wales.

## Operating Principles

### Strong Governance

Our services are governed well and meet community expectations and standards of accountability.

### Integrated Services

Our services are integrated, and we collaborate to meet the expectations of Members and the people of NSW.

### Seamless ICT

Our information, communication technologies and systems connect Members, the community and the parliamentary departments to the information and services they need.

### Culture Of Learning

Our people work in an environment that recognises and values the development of their potential, within and beyond the Legislative Assembly.

### Contemporary Workplace

Our workplace promotes agility, new ideas, collaboration and diversity.

# Operating Environment

The Department of the Legislative Assembly operates in a dynamic political environment and tight budgetary circumstances.

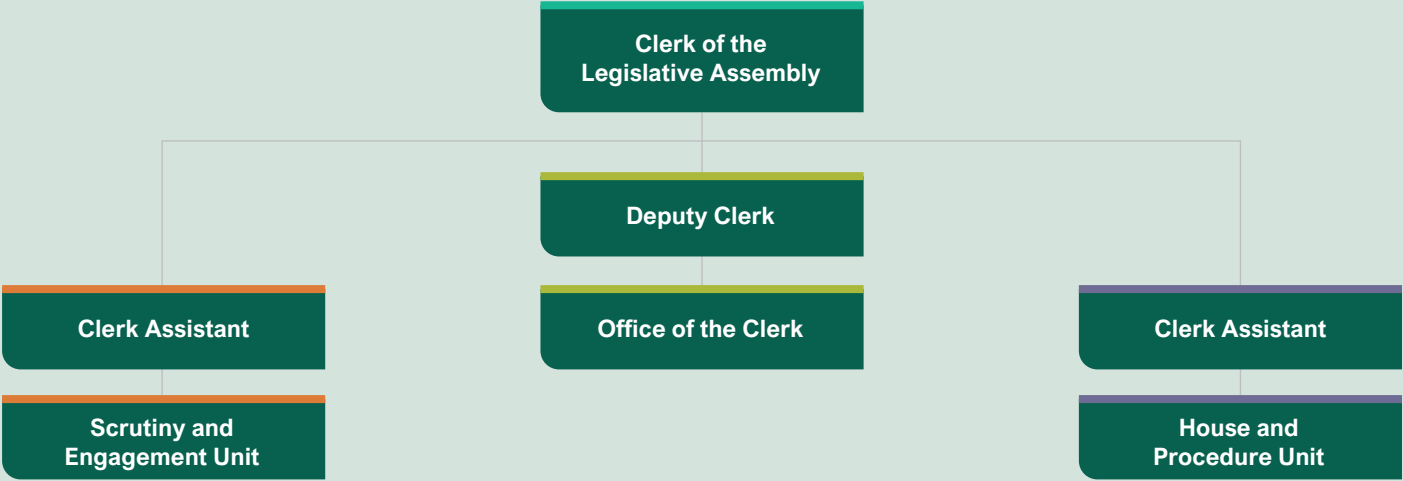
On parliamentary sitting days the department faces demanding service

expectations within narrow timeframes. The uncertainties with the passage of legislation, unexpected proceedings and long hours, all outside the control of the department, impact on the volume, nature and flow of work and our resources.






The Department relies on the capability, skills and professionalism of its staff to manage the uncertain nature and volume of work in supporting the Legislative Assembly and its Members.

The Department is also accountable to its stakeholders outside the Chamber. We respond to a wide range of queries from members of the public and organisations who require accurate information about the House and its committees.

# Organisational Chart



# Corporate Objectives

Parliament's Strategic Priorities	The Department of Legislative Assembly's Corporate Objectives		
Modernisation of the Parliament		<b>Modernising Our Processes</b>	We are leaders in integrated, cost effective and efficient parliamentary systems. We deliver high-quality and customised services.
Strengthening engagement with the public and enhanced trust in Parliament as an institution		<b>Strengthening Engagement</b>	The community is better informed and involved, and can easily recognise the role we play.
Safeguarding the independence of a strong Parliament		<b>Managing Our Finances and Measuring Performance</b>	We are fiscally responsible and sustainable. We are accountable, and measure our performance to ensure we are efficient and effective.
Support members in their evolving role as elected representatives		<b>Supporting Our Members</b>	Our services are valued and respected by Members.
Develop the capabilities of the Parliament's workforce		<b>Supporting Our People</b>	Our people are seen by the community, Members and their staff as helpful experts in their field. They are motivated and inspired to achieve their best.



# Modernising Our Processes

We are leaders in integrated, cost effective and efficient parliamentary systems. We deliver high-quality and customised services.



### Initiative 1.1 Virtual Parliament and committees

Providing the means for electronic participation for Members and witnesses in House and Committee proceedings.

### Initiative 1.2 Parliamentary Information Management System (PIMS)

Developing digital end-to-end information systems, and migrating all business systems from legacy software; Votes and Proceedings project.

### Initiative 1.3 Parliamentary Portal

Creating a digital interface for users to track and conduct Assembly business (MyDay); e-petitions, e-questions, e-divisions.

### Initiative 1.4 Update electronic procedural holdings and authorities

Conducting an audit of the electronic holdings, to identify and fill any gaps in the procedural holdings.



# Strengthening Engagement

The community is better informed and involved, and can easily recognise the role we play.

### Initiative 2.1 Legislative Assembly Engagement and Committee Outreach

Developing the Legislative Assembly identity; planning and delivering proactive and targeted engagement activities and responsive communication processes; providing opportunities for more people to have a say, be heard and actively participate in the work of the Assembly.

### Initiative 2.2 Parliament-wide communication, education & engagement strategy

Working together with the other departments of the Parliament to ensure consistent messaging and to promote the role of the Legislative Assembly; supporting school education with the Department of Parliamentary Services' Education Unit to meet future education needs and offer outreach activities to schools; adapting the Public Sector Seminar program to regional centres and to a broader audience.

### Initiative 2.3 Procedural publications

Reviewing procedural publications, including the Standing Orders, official guides, and information for the public, to create authoritative and accessible resources.

### Initiative 2.4 Legislative Assembly intranet and website

Reviewing resources for both internal users and external stakeholders.

### Initiative 2.5 Feedback

Monitoring and obtaining feedback from external stakeholders, including independent statutory officers.



# Managing Our Finances and Measuring Performance

We are fiscally responsible and sustainable. We are accountable, and measure our performance to ensure we are efficient and effective.

### Initiative 3.1 Reporting Framework

Developing and implementing a departmental monthly, quarterly and annual reporting framework against the five corporate objectives; incorporating outcome-based performance evaluation.

### Initiative 3.2 Parliament's Priorities

Contributing to the outcomes for the Parliament's strategic priorities and performance measures.

### Initiative 3.3 Performance Planning, Review and Development

Developing and implementing a system of performance, planning review and development as a part of the Legislative Assembly Organisational Review.

### Initiative 3.4 Funding Model

Developing a funding model for the Department of the Legislative Assembly.



# Supporting Our Members

Our services are valued and respected by Members.

### Initiative 4.1 Procedural support for Members

Providing procedural support for Members and their staff, including targeted procedural information and training sessions.

### Initiative 4.2 Surveys and Feedback

Obtaining Member and staff feedback through satisfaction surveys and focus groups.

### Initiative 4.3 Business systems and programs

Auditing of business systems and programs and tailoring them against Member and stakeholder feedback and needs.

### Initiative 4.4 Inter Parliamentary Relations

Professional logistic support for Members; supporting guests attending meetings and events, including schools groups; enhancing the visitor experience.



# Supporting Our People

Our people are seen by the community, Members and their staff as helpful experts in their field. They are motivated and inspired to achieve their best.

### Initiative 5.1 Organisational Review (Senior Management)

Reviewing senior management structure, roles and accountabilities.

Developing an appropriate structure including role design and evaluation; clarifying accountabilities; and reviewing staffing arrangements for the Office of the Clerk.

### Initiative 5.2 Programme of Organisational Transformation

Developing an optimum staffing structure and realigning the departmental structure with the department's core business and strategic priorities; developing a profession specific competency and capability framework; establishing a career development and succession planning strategy to provide better paths for career progression and succession planning; promoting organisation effectiveness.

### Initiative 5.3 Staff feedback

Taking actions in response to issues from the 'People Matter' survey results including refreshing departmental values, reviewing internal communication strategies; addressing staff feedback from satisfaction surveys and focus groups.







## LEGISLATIVE ASSEMBLY

### Contact us

Department of the Legislative Assembly  
Parliament House, Macquarie Street, Sydney NSW 2000

**P** +61 2 9230 2111

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

[parliament.nsw.gov.au](http://parliament.nsw.gov.au)