

Department of the Legislative Assembly

Strategic Plan 2019 - 2023



OUR VISION

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

OUR 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.

OUR VALUES

INTEGRITY

EXCELLENCE

RESPECT

WHO WE ARE

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.

OUR PRIMARY STAKEHOLDERS

Our primary stakeholders are the Members and the people and communities they represent; the executive and public sector agencies that need to transact business in the House, are subject to scrutiny by the House and its committees and ultimately accountable to both the House and the public; individuals and organisations requiring accurate information and need to engage with the Assembly and its committees.

WHAT WE DO

The ongoing core business of the Department of the Legislative Assembly is to diligently and apolitically serve the House, its committees, and Members, provide of accurate information to the public, and facilitate community engagement.

THE STRATEGIC PRIORITIES FOR THE 57th PARLIAMENT

The Parliament's strategic priorities for 2019-2023 have been developed collaboratively across the three departments. They are:

Priority 1: Modernisation of the Parliament

Strengthened governance framework, procedural innovations plus supporting technology/ infrastructure, digital transformation, integrated service delivery, customer service enhancement, contemporary systems and processes

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

Access to the institution, engagement models, institutional integrity initiatives, perceived independence of Parliament

Priority 3: Safeguarding the independence of a strong Parliament

Financial independence from the executive, asserting Parliament's powers, strengthening inter-parliament relationships and administrative collaboration

Priority 4: Support Members in their evolving role as elected representatives

Skills development, integrity, wellbeing and security

Priority 5: Develop the capabilities of the Parliament's workforce

Leadership development, further development of profession-specific capability frameworks, adaptive roles, succession planning and other workforce planning



Our Corporate Objectives and Initiatives to meet Parliament's Strategic Objectives

Modernising our processes

- Providing the means for Members and witnesses to participate in House and Committee proceedings electronically
- Developing digital end-to-end information systems, and migrating all business systems from legacy software; Votes and Proceedings project
- Creating a digital interface for users to track and conduct Assembly business; e-petitions, e-questions, e-divisions
- Conducting an audit of the electronic holdings, to identify and fill any gaps in the procedural holdings.

Strengthening Engagement

- 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
- Working together with the other departments of the Parliament to ensure consistent messaging and to promote the role of the Legislative Assembly; to support school education with the DPS 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
- Reviewing procedural publications, including the Standing Orders, official guides, and information for the public, to create authoritative and accessible resources
- Reviewing the Legislative Assembly intranet and website resources for both internal users and external stakeholders
- Monitoring and obtaining feedback from external stakeholders, including independent statutory officers.

Managing our Finances and Measuring Performance

- Developing and implementing a departmental monthly, quarterly and annual reporting framework against the five corporate objectives; incorporating outcome-based performance evaluation
- Contributing to the outcomes for the Parliament's strategic priorities and performance measures
- Developing and implementing a system of performance, planning review and development as a part of the Legislative Assembly Organisational Review
- Developing a funding model for the Department of the Legislative Assembly.

Supporting our Members

- Providing procedural support for Members and their staff, including targeted procedural information and training sessions
- Obtaining Member and staff feedback through satisfaction surveys and focus groups
- Auditing of business systems and programs and tailoring them against Member and stakeholder feedback and needs
- Supporting Members participation in inter-parliamentary relationships; professional and logistic support for Members and their guests attending meetings and events at Parliament House, including supporting school groups and a modern visitor experience.

Supporting our People

- 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
- 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; developing a career development and succession planning strategy to provide better paths for career progression and succession planning; promoting organisation effectiveness
- 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.