



STRATEGIC PLAN 2015-2019

Department of the Legislative Assembly



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NSW Parliament's Strategic Plan

The *NSW Parliament's Strategic Outlook 2015-2019* underpins the work of the three Parliamentary Departments in supporting the NSW Parliament as a whole. The Parliament's strategic objectives are to:

- respond to the evolving role of members and the parliamentary institution;
- increase involvement and awareness of NSW citizens about the Parliament and the parliamentary process;
- better engage with stakeholders;
- promote strong stewardship and robust organisational resilience;
- optimise the Parliament's physical infrastructure; and
- develop inter-parliamentary relationships and education.

Within these priorities, the Department of the Legislative Assembly will focus its energy towards strengthening and promoting the role of the Legislative Assembly within the parliamentary system of government in New South Wales, and supporting its members to meet the needs of diverse and changing electorates.

The Department of the Legislative Assembly's Strategic Directions

Under the overarching framework of the *NSW Parliament's Strategic Outlook 2015-2019*, the Department of the Legislative Assembly will focus its resources over the next four years on the following strategic directions:

1. ***A digital Legislative Assembly – Mobility, Accessibility and Availability*** - utilising technology to improve systems and better equip members to participate in deliberations and decision-making in the House and on committees;
2. ***Supporting Members in their representative role*** – targeted initiatives aimed at supporting members in exercising their roles as elected representatives engaging with their constituents and local communities;
3. ***Increased organisational capacity*** – better aligning the Department's structure, staff and resources with core functions, and investing in succession planning and knowledge building to ensure procedural knowledge, leadership capability and operational strength across all levels and business areas;
4. ***Raising awareness of the Legislative Assembly's role*** – increasing awareness and understanding of the role and functions of the Legislative Assembly and the activities of its members, to reinforce the significance of the Assembly within the parliamentary system of government in NSW and the links between members, their communities and the Parliament.



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1st Strategic Direction: A digital Legislative Assembly - Mobility, Accessibility and Availability

Utilising technology to improve systems and better equip members to participate in deliberations and decision-making in the House and on committees

The Department's Strategic Objectives	Major Initiatives
Improve technological support and resources for the Legislative Assembly and its Members	<ul style="list-style-type: none">• Continue the migration of key operating systems in all business units from Lotus Notes to Sharepoint, in order to take full advantage of the migration to Microsoft and the recently introduced tablet and mobility infrastructure within the parliamentary network• Develop electronic lodgement for members of items of business, e.g. questions on notice, and notices of motion• Develop Chamber apps for a division list and interactive seating plan• Move the production of House papers, committee reports and transcripts into a fully electronic format - 'Print to web'• Develop 'e-forums' to facilitate the effective provision and exchange of information• Review the production and formatting of committee documents to ensure that targeted and concise information is available for Committee members and to improve business processes
Enhance digital access to parliamentary information	
Provide timely and accurate information to support Members in the performance of their duties	
Improve business systems and processes	

2nd Strategic Direction: Supporting Members in their representative role

Targeted initiatives aimed at supporting members in exercising their roles as elected representatives engaging with their constituents and local communities

The Department's Strategic Objectives	Major Initiatives
Ensure effective electorate office management and support services are available to Members and their staff	<ul style="list-style-type: none">• Continue to focus on the provision of electorate offices to members through the management, administration and supervision of the department's acquisition and maintenance program, including managing capital and recurrent financial allocations• Continue the program of reviewing electorate office leases, to increase accessibility and meet work, health and safety standards through relocation and upgrading• Expand and deliver induction and key skills training for members' staff building on current training, e.g. using social media to engage with the community on the work of members in the Assembly• Regularly liaise and communicate with members' staff, including through ongoing liaison with the Electorate Officers Reference Group
Ensure strong fiscal management regarding capital and recurrent funding of electorate offices	
Provide effective levels of accessibility, and health and safety standards in electorate offices	

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3rd Strategic Direction: Increased organisational capacity

Better align the Department's structure, staff and resources with core functions, and invest in succession planning and knowledge building to ensure procedural knowledge, leadership capability and operational strength across all levels and business areas

The Department's Strategic Objectives	Major Initiatives
STRUCTURE & FUNCTIONS Align the Department's structure, staff and resources with core functions to: <ul style="list-style-type: none"> enhance organisational sustainability and strength and ensure effective service delivery to members 	Structural review The Department will focus on achieving organisational sustainability and strength by reviewing business unit structures and resources to better align work programs with the functionality of roles within each unit and meet future business needs across the Department. The review will include refining committee inquiry management in support of changing Committee requirements, such as resourcing Select Committees.
OPERATING SYSTEMS Practice risk management and business continuity strategies Strengthen governance and accountability across all levels and business areas	<ul style="list-style-type: none"> Ongoing participation in the strong senior cross-departmental reporting framework that includes: the Parliament's Risk and Audit Committee, Senior Management Group and Parliament Executive Group Revision and communication of policies and guidelines Corporate reporting - institute improved reporting to the Speaker on key projects relating to the operation and performance of all business units Risk management initiatives including - <ul style="list-style-type: none"> conversion to SharePoint of existing databases for tracking the status of electorate office leases, maintenance projects and fit-outs improving record keeping practices and database management to ensure that electronic records are registered and managed in a secure manner and are regularly audited launch of SharePoint for the management of committee inquiries and resources
PEOPLE & LEADERSHIP Investing in succession planning and knowledge building to ensure optimum service delivery, procedural knowledge and leadership capability	Succession planning is a major focus for the Department, particularly given the extent of generational change that will occur at senior management level in the Department over the next decade. Priority has been given to ensuring there is a strong field of potential candidates from within the Department's staff, with the depth of knowledge, skills and experience to compete for senior roles and positions as they become vacant. In support of this program, the Department will be: <ul style="list-style-type: none"> reviewing performance development plans for staff at all levels and identifying training and development opportunities, including through staff rotation updating the capabilities framework further developing the Clerks-at-the-Table training program developing systems to capture and share corporate and procedural knowledge, e.g. migrating existing procedural databases from Lotus Notes to SharePoint

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The Department's Strategic Objectives	Major Initiatives
PROCEDURAL KNOWLEDGE Provide information about parliamentary procedure to Members and other stakeholders in accessible formats	Targeted procedural information - The Department will further refine its delivery of procedural information to both internal and external stakeholders, including departmental staff, new members and office-holders, members' staff and the public sector more broadly. Key initiatives include: <ul style="list-style-type: none"> • 'one-on-one' information sessions for new members presiding in the Chamber or chairing committees • following up the new members' induction program with regular procedural information sessions for members, members staff and ministerial staff • developing a series of 'quick reference guides' on aspects of parliamentary procedure for members and Assembly staff • Revision of existing procedural publications, e.g. key rulings, the Legislative Assembly's Practice, Procedure and Privilege, and annotated Standing Orders • Ongoing review of the Standing and Sessional Orders, including those applicable to committees (further revision will be undertaken during the 56th Parliament, taking into account changing practice and technological advances)

4th Strategic Direction: Raising awareness of the Legislative Assembly's role

Increase awareness and understanding of the role and functions of the Legislative Assembly and the activities of its members, to reinforce the significance of the Assembly within the parliamentary system of government in NSW and the links between members, their communities and the Parliament

The Department's Strategic Objectives	Major Initiatives
ENGAGEMENT Continue to develop strong community engagement programs and programs for external stakeholders Improve services to visitors to the Assembly Increase awareness and understanding of the Legislative Assembly and its committees	Review existing information and develop new resources, including: <ul style="list-style-type: none"> • the launch of the 'New look' webpages for the Legislative Assembly as part of the Parliament-wide Sharepoint project, improving the provision of information to Members, electorate staff, ministerial and departmental staff, and the public • a new dvd, "An introduction to the Parliament of New South Wales", for members of the public and official delegations • reviewing the Assembly's current procedural pamphlets and factsheets, including improving the design of multi-lingual publications • expanding the Assembly's program of public sector seminar information sessions Promote the role of the Assembly and increase community engagement by: <ul style="list-style-type: none"> • increasing the Department's use of social media and new technologies, building on current initiatives piloted for committee inquiries and specific parliamentary proceedings • Twitter links to the Legislative Assembly's Daily Program • reviewing Committee online business processes, including the lodgement of submissions, to improve accessibility for the community • delivering improved services to visitors, e.g. Assembly tours • the continued production and refinement of corporate communications including newsletters, policies, the annual report and other strategic and corporate documents.

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The Department's Strategic Objectives	Major Initiatives
OFFICIAL RECORDS Enhance digital access to parliamentary information and records Ensure effective recordkeeping and electronic information management	<ul style="list-style-type: none">• Collaborate with DPS Records and Archives to deliver key outcomes on Parliament wide policies, strategies and projects relating to the records of the Parliament• Continued participation in the Parliamentary records digitisation program, including through the transfer of documents to State Archives• Make Assembly records available online maximising public access to documents and historical information• Review guidelines to further assist staff in the management of electronic records and conduct regular checks to ensure adherence to the guidelines• Back-capture and digitisation of all pre-1999 Committee reports for integration into the Parliament website in conjunction with SharePoint and records digitisation projects



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