

## Energy efficiency

### 1. What steps are being taken to make NSW Parliament more energy efficient?

The NSW Parliament remains committed to promoting sustainability in areas such as water, energy and ventilation within the Parliament. The Facilities Branch reviews our existing sustainability infrastructure and conduct sustainability reporting annually in line with the Waste Reduction and Purchasing Policy (WRAPP) and OSCAR (Online System for Comprehensive Activity Reporting). This key information shows us how we are tracking with reducing energy and water consumption in the Parliament.

The capital works program has also ensured energy efficiency is incorporated into projects, such as:

- blinds with metalised sunscreen which block out 95% of heat and glare and have a solar reflection of 53%, reducing energy requirements from air conditioning usage in the building
- installation of solar powered lighting along the Level 9 garden path
- installation of LED lighting in the tower block
- installation of new meters with the new main switchboard to enable the monitoring of energy consumption.

### 2. Does the NSW Parliament have an environmental and/or sustainability policy in place?

- a. If so, please provide details?
- b. If not, why not?

As part of NSW Parliament's ongoing commitment to improving sustainability at Parliament House, a new Environmental Sustainability Policy was published in January 2015. The Policy focuses on three key areas: compliance and reporting, workforce culture and infrastructure and operations. The purpose of the Policy is to continue to promote the Parliament's commitment to an environmentally sustainable workplace. The policy is found on the intranet

## Animal welfare

### 3. What steps is the NSW Parliament taking to develop a higher animal welfare procurement policy to aid in the purchase of more humane and sustainable foods?

An Ethical Procurement Policy was developed in 2014 and is followed by Parliamentary Catering. Among other things, the policy aims to:

- recognise the importance of ethically and sustainably produced foods to the nutritional health and general wellbeing of our community and to the environment
- increase the demand for sustainably produced foods within New South Wales
- recognise good animal welfare as an essential element and objective of sustainable development.

The policy requires suppliers and prospective suppliers to complete and sign a Sustainable Ethics Declaration.

## **Renovations in Parliament**

### **4. How much over budget has the current set of renovations gone?**

Across the program of works the Parliament has stayed within the budgeted financial allocation and thresholds as defined by NSW Treasury.

## **Parliament Staff**

### **5. What is the current situation in Parliament regarding employment for maintenance staff and cleaners?**

Parliamentary Facilities has a dedicated team of 17 permanent cleaning staff and 8 building assistants, but as the number of occupants in the Parliament House building varies considerably between non-sitting and sitting periods, 10 agency staff assist during these busy periods. It is estimated that the number of people in the building increases from 500 on a non-sitting day to approximately 2,000 on a sitting day. These arrangements have been in place since 2007. This flexible, mixed staffing model of permanent and contract cleaners is designed to support the busy periods in Parliament House.

The maintenance team is fully staffed, as per establishment of five staff, and has been since the restructure in 2014.

### **6. Will all redundancies be voluntary or are there plans for forced redundancies?**

The Parliament follows public sector policy and practice as it relates to redundancies, in particular the NSW government's Managing Excess Employees policy. In relation to maintenance and cleaning staff there is no current plan for redundancies.

### **7. What steps are being taken to address legitimate staff concerns about the ongoing security of their positions?**

The Facilities Branch managers meets with the maintenance and cleaning staff on a regular basis in relation to workloads and work practices to ensure the highest standards of cleaning services to members and staff. The Department of Parliamentary Services is committed to ensuring all staff concerns are addressed, whenever they arise. Meetings are held with individual staff whenever concerns are raised, together with the Public Service Association (PSA) or other representatives as appropriate

While there are no formal proposals for changes to the staffing arrangements for cleaning staff and maintenance staff, as with previous staffing reviews at Parliament, any future proposal for change will be done in full consultation with the affected staff, together with representatives from the PSA.

## Reflex paper

- 8. The Reflex paper brand has been linked to unsustainable native forestry practices, particularly in Victoria.**
- a. Has the parliament given consideration to the sustainability practice of their current paper suppliers and best practice in this field?**
  - b. Will the Parliament consider removing Reflex products from their inventory?**
    - i. If not, why not?**

The Parliament stocks a range of sustainable papers which is available through the Facilities Branch Procurement Office located next to the Loading Dock. Currently the following options are available to members and staff:

- Reflex Carbon Neutral Ultra White is virgin paper that is carbon neutral certified and Australian made \$5.49 per ream/item Code No. 257
- Reflex 100% Recycled and Carbon Neutral is 100% recycled paper that is carbon neutral certified and Australian made \$5.78 per ream/item code no. 790
- Fuji Xerox recycled pure, is 100% recycled archival quality paper, endorsed by the Wilderness Society of Australia and made in Germany, \$5.61 per ream/ item Code No. 528.

The Reflex paper is Australian made and provides sustainable options such as carbon neutral certified paper using white virgin paper or carbon neutral recycled paper. The choice of papers is left to the members.

At this stage there has been no consideration given to remove the reflex paper from the stock list. The Facilities Branch Procurement Team offers a choice to members and staff of papers that are a combination of being manufactured in Australia and promote sustainability practices.

## Palm oil

- 9. Has the parliament taken any steps to avoid the purchasing of products containing unsustainable palm oil?**
- a. If so, please outline these measures.**
  - b. If not, why not?**

The Australia New Zealand Food Standards Code currently allows palm oil to be labelled simply as vegetable oil, and its presence in processed food can be difficult to detect. Parliamentary Catering takes the following steps to avoid the use of products containing unsustainable palm oil:

- 90% of all food is purchased in unprocessed, raw form which avoids risks associated with the use of palm oil which are higher with processed food
- When processed food is sourced, clarification is sought from the supplier as to the ingredients used. For food types with a history of widespread use of unsustainable palm oil, such as biscuits, chocolates and snack items, Catering staff consult a list of sustainable brands and products which is maintained on the Borneo Orangutan Survival Australia (BOSA) website. Examples of where this process has been applied include the selection of McCain frozen chips, Sunrice rice and rice cakes, Kez's Kitchen melting moments, Smiths Red Rock Deli chips, Devondale butter, Nestle chocolate powder, and Sunbeam sultanas.

Currently the liquid hand soap provided in common toilets contains a product associated with palm oil. This liquid hand soap is being replaced with a new product in the coming months.

## Demonstrations policy

- 10. Parliament's Demonstrations Policy states that "banners, signs, t-shirts or any item bearing demonstration related branding" are not permitted inside the Parliament precinct, what discretion is used by Special Constables to define demonstration related branding?**

The Parliament's Demonstration Policy ensures appropriate management and control of public demonstrations, protests and public stunts within the Parliamentary precincts, and applies to members, staff and the public who enter the precinct. Banners, signs, t-shirts or any item bearing demonstration related branding that are used during a demonstration outside the Parliamentary precincts are not permitted into the precincts. These items must not be concealed and brought into the Parliament and then utilised to conduct any sort of protest within the Parliamentary precincts. The Special Constables uphold the Demonstrations Policy and any persons who are part of a public demonstration, protest or public stunt wearing t-shirts, banners or signage that are associated with the demonstration are not permitted within the precincts with these items. If there are any concerns the matter can be either escalated to the Director Facilities Branch, Executive Manager Department of Parliamentary Services, Usher of the Black Rod or Serjeant-at-Arms.

- 11. How many formal complaints have been lodged regarding the use of this discretion in:**
- 2014/15?**
  - 2015/16?**
  - 2016 to date?**

No formal complaint has been received in any of the above periods.

- 12. When was this policy last reviewed?**

The Demonstration Policy was last reviewed in December 2012.

- 13. What substantive changes were implemented from the last review of this policy?**

Key changes to the revised policy:

- Defines and includes persons who attempt to conduct a public stunt that may be disruptive to the legitimate business of the Parliament
- Removes the restriction that accredited media are not allowed to film from the Macquarie Street veranda
- Better defines demonstration material that is not permitted inside the Parliamentary precincts.

<b>Questions from Hon Shaoquett Moselmane MLC (on behalf of the NSW Labor Opposition)</b>
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- 14. Will the 'live streaming' of parliamentary procedures eventually include closed captions so those with hearing issues can use the facility?**

The Web Content Accessibility Guidelines 2.0, which have been endorsed by all state, federal and territory governments, require government websites to provide captions for all live audio content. However, due to the very significant technological and labour costs associated with implementing live captioning, the state parliaments have not yet provided live captions for their webcasts of

House and committee proceedings. On 31 August 2016 the Federal Parliament began the first stage (five hours of captions for each chamber) of a planned 18-month transition to live captions for all House and committee proceedings. The NSW Parliament is closely monitoring the rollout in the Federal Parliament to ascertain the technological and financial implications of providing that service.

To minimise the delay between the webcast for the Houses, we introduced progressive publication of Hansard chamber transcripts in May 2016. This reduces the delay in providing a text alternative to the webcast from three hours after the conclusion of a sitting to three hours (on average) behind the live events. The introduction of progressive publication of chamber transcripts allows us to minimise the disadvantage of users unable to access the webcast while simultaneously providing a much higher quality text alternative than live captions.

**15. What plans are in place to strengthen Wi-Fi coverage throughout the parliamentary precinct?**

Wi-Fi coverage in the Parliamentary precincts is currently available on levels 1 and 6 to 12 of the Parliament building. It is not available on levels 2 to 5, including the Parliamentary car park and gym. Prior to the introduction of Wi-Fi coverage, an extensive audit of the relevant floors was undertaken to determine the placement of wireless access points and to ensure provision of uniform coverage throughout the building.

Within the existing Wi-Fi coverage perimeter, IT Services is committed to strengthening coverage through the installation of additional access points. This action is undertaken in the following instances:

1. Where pockets of low strength coverage are identified
2. Where pockets of high density usage are identified.

There are also management systems in place to proactively identify faulty wireless access points. In addition to this, IT Services has recently acquired software that will enable a six monthly audit of the building to assist in the identification of pockets of low strength.

There are no plans to expand Wi-Fi coverage to include levels 2 to 5 of the building.

**16. What plans are in place to strengthen mobile coverage (through the use of boosters) for those not on the Telstra network throughout the parliamentary precinct?**

Telstra has 4G network throughout the building and Optus has 3G. Recently Optus has undertaken a site survey with a view to updating the infrastructure to 4G. Vodafone has no infrastructure in the building; over the years they have undertaken surveys with a view to submitting a commercial agreement to install their equipment, however this has not transpired. Any telecommunication infrastructure by carriers must be of a commercial nature as this infrastructure impacts on the resources of the Parliament.

**17. What plans are in place to change the paging system utilised by the Government and Opposition whips away from the analogue network to a digital system?**

The existing paging system was installed in the early 1990s prior to mobile phone technology being readily available. Facilities Branch carries enough stock to support the existing paging system. Pagers are only offered to government and opposition members. The Department of Parliamentary Services does not recall receiving any representations about the current system. The advent of hand-held digital mobile devices and their ubiquitous use by members is also a relevant factor. Therefore, there is no plan at this stage to change the system.

**18. What plans are in place to improve the safety of vehicle ingress and egress on Hospital Road?**

As a result of the National Terrorism Public Alert being raised to HIGH in September 2014, the NSW Police Force implemented a 24 hour traffic clearway on Hospital Road in the vicinity of Parliament House. Further, the Parliamentary zone was extended to the far side of Hospital Road and additional staffing of the Hospital Road vehicle entry was put in place to manage these new arrangements.

**19. The food served in the Members' Dining Room is of excellent quality, and it is in all catering facilities in parliament. However, in addition to 'four star restaurant quality' food, a number of Members have raised whether the option of simpler meals could also be made available in the Members' Dining Room during sitting weeks. Will you look into this, and consider canvassing the views of Members on this matter?**

In addition to the standard menu, Parliamentary Catering provides simpler options through our specials program (which is available at all times except the first week of a new standard menu). Examples of home grown favourites provided over the last 12 months include bangers and mash, roast and vegetables, steaks, eggs and chips, lamb cutlets and chocolate frozen toppings.

The process for determining which home grown favourites are included in the specials involves seeking direct feedback from Members. Members complete and drop their requests for home grown favourite meals into the suggestion box located in Members' Dining Room, and Parliamentary Catering select items for the specials list from those suggestions.

Parliamentary Catering will look into ways to further promote this option to Members.

**20. What is the cleaning schedule of carpets in Members Offices?**

Members' rooms are to be spot vacuumed each day if required. Over the course of one week, every room should be fully vacuumed. This may be through a number of spot cleans if they are required or one complete vacuum.

**21. Why have paper towels supplied in the rest rooms been changed from an Australian produced product to inferior paper towels from New Zealand?**

- a. Are there any plans to replace other items provided for the use of Members, staff, and the public in the parliamentary precinct that are currently produced and/or made in Australia to items produced overseas?**

The Facilities Branch sources bulk cleaning supplies from a number of NSW Procurement approved vendors. Recently the vendor who supplies the paper towels deleted the item from their product lines. A valuation was undertaken of various paper towel products procured from various manufacturers. One of these may have been manufactured in New Zealand. The product chosen at the end of the valuation and is currently being used is manufactured in Milperra NSW. Rather than disposing of the various paper towel samples used during the valuation it was decided to use these in the bathrooms.

While the Parliament supports the use of Australian made goods and services, goods are procured following an evaluation of a range of measures including value for money, durability, sustainability

and so forth. Just as we expect overseas consumers to buy exported Australian manufactured goods, we in turn must consider alternatives from our trading partners when they offer quality products at competitive prices.

## **Domestic Violence Leave and Awareness**

### **22. For each department, statutory agency and/or other bodies in your portfolio please report:**

#### **a. Date of introduction of domestic violence leave into enterprise agreements/contracts of employment, awards as applicable**

The majority of parliamentary staff are covered by the *Crown Employees (Parliament House Conditions of Employment) Award 2015*. On 17 March 2011 the Award was varied to insert clause 51A - Leave for Matters Arising from Domestic Violence. Parliamentary reporting staff are covered by the *Parliamentary Reporting Staff (Salaries) Award 2016*. The Award provides at clause 6(d) that specific leave provisions from the *Crown Employees (Parliament House Conditions of Employment) Award 2015* also apply to parliamentary reporting staff, including clause 51A. Parliamentary senior officers across the three parliamentary departments are covered by the *Parliamentary Senior Officers, Annual Determination of Salary Policy 2016*. The Determination, which came into effect in July 2016, states in Part 3 - Conditions of Employment, that 'the conditions of employment ... will be those provided in the *Crown Employees (Parliament House Conditions of Employment) Award*'. That is to say, the provisions outlined in clause 51A will apply.

Members' staff are covered by the *Members' Staff Conditions of Employment - Determination of the Presiding Officers February 2014*. The Determination, which came into effect in February 2014, details 'Leave for Matters Arising from Domestic Violence' on page 21.

All awards, instruments and Determinations are available on the Parliament's intranet page under the 'Employment and policies' tab.

#### **b. Whether or not all employees and/or contractors are eligible for domestic violence leave**

Ongoing and temporary staff who are covered by the above Awards and Determinations are entitled to receive 'Leave for Matters Arising from Domestic Violence'. Agency and contractor staff engaged by the Parliament are not in scope for any awards, instruments or determinations and therefore, are not entitled to receive the provisions contained within those instruments.

#### **c. Number of days of domestic violence leave that have been taken in each financial year since the introduction of such leave**

The Parliament's human resource information system (SAP) does not have a leave classification code to capture this data as Special Leave is used when other forms of leave are exhausted, however, a report was generated for all leave types and the 'leave comments' field was reviewed; and for reasons of privacy there were no comments in relation to domestic violence.

#### **d. Number of days available for eligible staff to access domestic violence leave in each financial year**

The following provisions outlined in NSW Treasury Circular 14/16 apply to the eligible staff, as already outlined:

1. Leave entitlements provided for in Sick Leave, Family and Community Service Leave, Sick Leave to Care for a Family Member (also referred to as Personal/Carers Leave) may be used by staff members experiencing domestic violence.
2. Where the leave entitlements referred to in point 1 above are exhausted, the employee shall be granted five days Special Leave per calendar year.

The *Crown Employees (Parliament House Conditions of Employment) Award 2015* defines the leave accrual pattern per calendar (not financial) year as follows:

Sick leave: upon commencing employment a full time staff member is granted 5 days sick leave; after the first four months of employment the staff member accrues a further 10 days; after the first year of service, the accrual pattern reverts to 15 days per annum.

Family and community service leave: 2.5 days in the staff member's first year of service, 2.5 days in the staff member's second year of service, one day per year thereafter.

Sick Leave to Care for a Family Member: Where family and community service leave is exhausted or unavailable, a staff member with responsibilities in relation to a category of person set out in subclause (iv) of this clause who needs the staff member's care and support, may elect to use available paid sick leave to support an ill family member.

Special leave: When the leave entitlements referred to in clause 51A - Leave for Matters Arising from Domestic Violence, have been exhausted the Clerk(s) shall grant up to five additional days per calendar year to be used for absences from the workplace to attend to matters arising from domestic violence.

- e. Number of other personal days of leave that have been taken in each financial year since the introduction of domestic violence leave**

See response to question (c).

- f. Number of sick days available for eligible staff to access domestic violence leave in each financial year**

See response to question (d).

- g. Whether or not all staff and/or contractors have access to Employee Assistance Programs?**

All parliamentary staff have access to a range of services provided by the Parliament's free, confidential and professional Employee Assistance Program, delivered by Davidson Trahaire Corpsych. Agency and contractor staff are also entitled to use the service.

- h. What training has been undertaken with management and administration for those involved in approving and/or processing domestic violence leave on issues such as?**  
**i. Privacy and confidentiality of information about domestic violence**

The Parliament's policy statement, *Support for Staff Experiencing Domestic Violence*, references out to NSW Treasury Circular 14/16, which addresses issues of confidentiality in section 84A.5. This policy was brought to the attention of all staff via an intranet news item in March 2016. Further, the policy detail was discussed with Department Heads and managers at the two domestic violence workshops delivered at the Parliament in March 2016.



**ii. Access to emotional, psychological, financial and medical support which may be required**

The two domestic violence workshops delivered at the Parliament in March 2016 covered this material in detail. The Parliament's intranet (Employment landing page) provides easily accessible information on EAP Employee Assistance, the 24 hour domestic violence hotline, MensLine Australia and the Domestic and family violence app. In terms of medical response, the Parliament has a dedicated Work Health & Safety Officer and 35 first aid officers. Further, the Public Service Association (PSA) has special provisions regarding domestic violence in support of their members.

**i. Who has provided training on domestic violence in the workplace?**

The two domestic violence workshops delivered in March 2016 were facilitated by a specialist HR practitioner from the Parliament's EAPs provider, Davidson Trahaire Corpsych.

**j. What percentage of staff in each agency has undertaken domestic violence training?**

The training was provided to managers and Human Services staff who may offer support and advice to staff experiencing domestic violence. The percentage of staff attending the training for the Department of the Legislative Council was 21% and the Department of Parliamentary Services was 9%.

**k. What efforts have been made to ensure that perpetrators (or their accomplices) within the staffing profile are not able to access personal information of victims in order to identify their location, or other information which may assist in committing domestic violence against them, including changing or accessing records in such a way as to disadvantage them financially or legally?**

Staff Personnel files are protected by strict confidentiality parameters and kept in a secure, lockable compactus, accessible only by staff from Human Services. In addition, as per the Parliament's policy, *Support for Staff Experiencing Domestic Violence*, Human Services is able to provide practical assistance to staff including changes to work location and phone numbers.

## **Sexual harassment and Anti-bullying training and awareness programs**

**23. For each department, statutory agency and/or other bodies in your portfolio please report:**

**a. Date of introduction of sexual harassment and anti-bullying training and awareness programs**

Appropriate Workplace Behaviour information session for parliamentary staff

The initial People Matter Employee Survey in 2012 identified the problem of workplace bullying across the public sector as an issue needing to be addressed. In response to this the Public Service Commissioner Graeme Head stated in the State of NSW Public Sector Report 2012 "I will require Directors-General and agency heads to develop organisation specific approaches to better understand the extent of bullying in their workplaces and to priorities actions in response to these issues". In response, a significant review of the Parliament's workplace policies was undertaken, which lead to the revised *Anti-Bullying*

*Policy* (September 2013) and Harassment Free Workplace Policy (May 2013 and further review in January 2016). A mandatory information session *Appropriate Workplace Behaviour* was delivered to all parliamentary staff over 2013 and 2014. This information session has now been incorporate into a mandatory induction and orientation program for all parliamentary staff.

Appropriate Workplace Behaviour information session for Legislative Council Members' Staff (Secretary Research Assistants)

Over 2016, a similar mandatory Appropriate Workplace Behaviour information session is being delivered to all LC Members' staff. This information session has now been incorporated into the induction and orientation program for all Legislative Council Members' staff.

**b. Whether or not all employees and/or contractors have received such training?**

Appropriate Workplace Behaviour information session for parliamentary staff Attendance is mandatory for all ongoing and temporary parliamentary staff and as at 19 July 2016 all staff had received training, apart from those who commenced employment with the Parliament after this date or have been unable to attend previous sessions. The next session is scheduled for 21 November 2016. A number of long-term contractors have also attended this training.

Appropriate Workplace Behaviour information session for Legislative Council Members' Staff (SRA's)

Attendance is mandatory for all Legislative Council Members' staff and as at 27 May 2016 over half of the Members' staff had attended the training. The next session is scheduled for 14 October 2016.

**c. Is this course mandatory for all employees/ contractors?**

The course is mandatory for all parliamentary and Legislative Council Members' staff. The sessions are not mandatory for contractors, however in the initial roll-out long-term contractors attended. These sessions are now part of the Parliament's induction and orientation program for all staff.

**d. How long for each session, how many sessions?**

Each session runs for approximately one hour. There have been 22 sessions for Parliamentary staff and 7 sessions for Legislative Council Members' staff.

**e. Who delivers it?**

The Department of Parliamentary Services, People & Engagement Branch, Human Services team delivers the training. Those delivering the training have recently undertaken the Certificate IV in training and assessment.

**f. Is the program tailored to take into consideration specific needs of LGBTQIA, ATSI and CALD or other at risk groups?**

Yes.

**g. How?**

Throughout the training sessions explanations are provided on the legislative frameworks for dealing with discrimination in the workplace. The sessions discuss particular needs of

specific groups, and ensures participants understand that the Parliament will not tolerate harassment and discrimination on the grounds of sex, age, pregnancy, race, colour, ethnic or social background, physical or intellectual impairment, homosexuality or transgender. Relevant Parliamentary policies are covered in the sessions including codes of conduct, Anti-Bullying Policy, Harassment Free Workplace Policy and Equal Employment Opportunity Policy.

**h. What percentage of staff in each agency has undertaken sexual harassment and anti-bullying training and awareness programs?**

For Legislative Council Members' staff (SRA) – 61 staff (88%); for parliamentary staff and contractors - 321 (92%).