



DEPARTMENT OF  
PARLIAMENTARY  
SERVICES



**ANNUAL REPORT**  
2019

# LETTER OF TRANSMITTAL

The Hon John Ajaka MLC  
President of the Legislative Council  
Parliament House  
Macquarie Street  
Sydney NSW 2000

The Hon Jonathan O’Dea MP  
Speaker of the Legislative Assembly  
Parliament House  
Macquarie Street  
Sydney NSW 2000

Dear Mr Speaker and Mr 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 financial year ending 30 June 2019.

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 2018–2019 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,

**Mark Webb**  
Chief Executive  
**Department of Parliamentary Services**

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**COVER — TAPESTRY**  
*HERALDIC TAPESTRY "THE COAT OF ARMS OF NEW SOUTH WALES"*  
MARGARET GRAFTON 1980

## PRESIDING OFFICERS' FOREWORD

As Presiding Officers of Australia's first and oldest Parliament, we are resolute in our commitment to safeguarding the independence of the Legislature, fostering the public's trust in their Parliament, and modernising the institution to meet the challenges of the future. We commend the Department of Parliamentary Services on working effectively with the two House Departments in pursuit of these overarching goals throughout the 2018–2019 financial year.

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This year DPS continued to deliver its program of capital works aimed at maintaining and modernising the Parliament's physical environment. October saw the launch of the new purpose-built Education Centre, which provides the Parliament with an immersive learning space to welcome more students from across the state. Accessibility at Parliament for people with disability was also significantly enhanced this year with the construction of a 'Changing Places' accessible bathroom facility – the first of its kind in a public building in Sydney.

In an increasingly fragmented global political climate, it has never been more important to foster engagement with the community and build trust in the Parliament. The department has worked hard to embrace new technologies and leverage the power of social media to allow more people, across more diverse platforms, to engage with their Parliament than ever before.

This year the department placed considerable focus on ensuring the team is skilled up and ready to meet future challenges as they arise. Testament to the success of the department's investment in workforce development via the Great Managers Academy last financial year, the program was expanded in 2018–2019 to include leaders from all three departments of Parliament.

The department's preparation for the NSW State Election commenced early in the financial year. Our particular thanks go to the Human Services, Finance, Facilities and IT teams who collaborated with their colleagues in the Legislative Assembly and the Legislative Council to ensure a smooth and efficient transition between the 56th and 57th Parliaments.

As we began a new parliamentary term, we bade farewell to the Hon Shelley Hancock from the role of Speaker. We would like to thank her for her tireless contributions in the role and acknowledge that our ongoing work to strengthen the Parliament is only possible thanks to the outstanding foundations laid during her tenure as a Presiding Officer of the Parliament.

We congratulate DPS Chief Executive Mark Webb, his executive team and staff on a fine year of delivering professional services that enable the Parliament to operate efficiently and effectively to serve the people of New South Wales.

**The Hon Jonathan O'Dea MP**  
Speaker of the Legislative Assembly

**The Hon John Ajaka MLC**  
President of the Legislative Council

## CHIEF EXECUTIVE'S REVIEW

The 2018–19 financial year was a time of substantial change. An election year brings a unique set of challenges, and represents a significant spike in the work of the department. Over 60 office moves, assistance to departing members, induction of new members, hundreds of members' staff exiting the Parliament and hundreds more starting, reconfiguration of office accommodation and technology management – almost every part of DPS was kept incredibly busy. I've often been told you haven't **really** worked at the Parliament until you've been here through an election, and now I believe it!

Of course, with the election came some changes in the leadership of the Parliament. I'd like to acknowledge former Speaker (now Minister) Hancock, who recruited me to the Parliament and provided so much wisdom and support during our time working together. The Parliament's loss is the Ministry's gain.

All of DPS would like to congratulate President Ajaka on his re-election as President of the Legislative Council, and welcome Speaker O'Dea and congratulate him on his election. Both the President and Speaker come into this term of Parliament with a strong reform agenda, and I am looking forward to working with them both to bring this vision to life.

To assist with that worthy goal, during 2018–19 DPS began work on the next annual update of our Master Plan that provides a 10-year view of the infrastructure, technologies, services and capabilities needed to enable the Parliament. At a time where trust in public institutions is falling around the world, it is increasingly important

that we ensure that we have a strong, independent Parliament as the cornerstone of a vibrant, healthy democracy in NSW. The Master Plan provides a rigorous blueprint to guide the investment needed to ensure this happens, and that the people of NSW have the Parliament that they deserve.

A theme for the next 12 months in DPS is looking at innovative ways in which we can improve our customer service. We have established a Customer Service Taskforce, led by Deputy Chief Executive Julie Langsworth, to look with fresh eyes across all our service offerings and find better ways to engage to benefit the Parliament. While we serve many stakeholders, by far the most important are the members of the Legislative Council and Legislative Assembly. Within our resource constraints, we will redouble our efforts to find new ways to support members in their important work for the people of NSW.

On behalf of DPS I'd like to thank President Ajaka and Speaker O'Dea for their support and leadership during 2018–19, and in particular acknowledge our fruitful work relationships with their respective offices, ably lead by Chiefs of Staff Paul Blanch and Tom Andersen. DPS would not be able to operate without the rest of the parliamentary family, and my particular thanks go to David Blunt and Helen Minnican and their departments for the passion and expertise they bring to every interaction. I'd also like to acknowledge the important work of the Parliamentary Budget Office in 2018–19, led by Stephen Bartos.

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Most importantly, my ongoing admiration and gratitude goes to the women and men who are the core of DPS. We work in a challenging environment with disruptive change around every corner. There is no group of people I'd rather navigate this terrain with than all of you.

I am proud to present this annual report for 2018–19.

**Mark Webb** • Chief Executive  
**Department of Parliamentary Services**



## THE DEPARTMENT

The Department of Parliamentary Services is responsible for providing professional and support services to the Parliament of New South Wales.

The work of the department is carried out via:

- The **Information Services Branch**, which provides information-based services, including information technology infrastructure, Hansard, library, records, research and media monitoring.
- The **Facilities Branch**, which maintains and enhances the parliamentary buildings and grounds, it provides security, manages procurement and provides asset management.
- The **Financial Services Branch**, which provides professional services and advice on matters of finances, members' entitlements, governance and risk management.
- The **People and Engagement Branch**, which provides human resource services, industrial relations support and advice, and manages payroll, training, work health and safety services. The branch also manages education and community outreach programs.
- **Parliamentary Catering**, which manages the cafés and restaurants of Parliament and offers function and dining services, and events management.
- The **Office of the Chief Executive**, which oversees business planning for the department and provides professional services in project management, governance, risk and communications.

The professional delivery of our core business services is only possible due to the dedication of our hard-working staff, who have again demonstrated their immense experience and capability throughout the past financial year.

This has been another successful and productive year for DPS. We thank our colleagues in the Departments of the Legislative Assembly and Legislative Council for their support and collaboration. We look forward to working together in 2019–2020.

## THE EXECUTIVE MANAGEMENT TEAM



### **Robert Nielsen**

Director,  
Facilities Branch

Robert oversees the management of the Parliament's physical environment. With 15 years' experience managing facilities services at Parliament, Robert manages a large team that includes building managers, the capital works team, engineers, security personnel, cleaning staff and administrators. Together they are dedicated to providing a functional, safe and secure working environment for members and staff.

### **Lee Kwiez**

Senior Manager,  
Parliamentary Catering

Lee oversees the management of Parliament's venues and catering services, including Café Quorum, the Strangers' and Members' Dining Rooms, the Public Café and the functions business. Formerly a hatted executive chef, Lee is adept at identifying, developing and showcasing the talents that lie within his team.

### **Julie Langsworth**

Deputy Chief Executive  
Director, People and  
Engagement Branch

Julie has worked at Parliament for more than 20 years in senior roles both in the Department of the Legislative Council and the Department of Parliamentary Services. As Deputy Chief Executive, she works closely with Mark to oversee the corporate governance of DPS. In her role as Director of the People and Engagement Branch, Julie provides leadership and direction to the Human Services and Education teams.





### **John Gregor**

Director,  
Financial Services Branch  
and CFO

With 23 years' experience in senior financial and corporate roles in the New South Wales public sector and seven years as Director Financial Services at DPS, John is well placed to navigate the Parliament through increasingly tight budgets. John oversees the Finance Branch, which Members' Entitlements, Parliamentary Accounting and Account Services and Systems teams.

### **Mike Price**

Director,  
Information Services Branch  
and CIO

Mike's portfolio includes IT Services, Library, Hansard and Research. Together these teams ensure members and staff have the information they need and can stay connected wherever they may be. Mike brings considerable expertise garnered during his tenure in senior executive roles in both the private and public sectors.

### **Mark Webb**

Chief Executive, DPS

Mark provides leadership, governance and strategic direction to DPS. He works closely with the Presiding Officers and Clerks, as well as with the Department of Parliamentary Services executive and senior management teams to ensure proficient and effective professional services for the Parliament. His leadership of the department is underpinned by 15 years' experience in senior executive positions in the New South Wales and Commonwealth public services.

# THE LEADERSHIP TEAM

From left to right:  
Tass Miroforidis – Acting Senior Manager, Members’ Entitlements  
Brett Wright – Building Infrastructure and Services Manager  
Julie Langsworth – Deputy Chief Executive, DPS and Director, People and Engagement Branch,  
Deborah Bennett – Parliamentary Librarian  
Mike Price – Director, Information Services Branch and CIO  
Robert Nielsen – Director, Facilities Branch  
Scott Fuller – Editor of Debates, Hansard  
Matthew Dobson – Senior Manager, Parliamentary Research Service  
Helen Gors – Senior Manager, Human Services  
Mark Webb – Chief Executive, DPS  
John Gregor – Director, Financial Services Branch and CFO  
Jeannie Douglass – Senior Manager, Parliamentary Education  
Neil Dammerel – Senior Manager, IT Strategic Projects  
Malik Arunachalam – Manager, Account Services and Systems  
Andrew Veitch – Senior Manager, Parliamentary Accounting  
Carlos Andrade – Operations Manager, Parliamentary Catering  
Jo Miks – Senior Manager, IT Services  
Lee Kwiez – Senior Manager, Parliamentary Catering  
Vanessa Harcourt – Executive Chef.



# ORGANISATIONAL STRUCTURE

Speaker, Legislative Assembly

President, Legislative Council

Chief Executive *Mark Webb*

Deputy Chief Executive and Director People and Engagement Branch  
*Julie Langworth*

Director Financial Services Branch and CFO  
*John Gregor*

Director Information Services Branch and CIO  
*Mike Price*

Director Facilities Branch  
*Robert Nielsen*

Office of the Chief Executive

Human Services

Parliamentary Education

Parliamentary Accounting

Members' Entitlements

Account Services & Systems

IT Services

Parliamentary Reporting (Hansard)

Parliamentary Library

Parliamentary Research Service

Building Infrastructure and Services

Capital Projects

Security

Parliamentary Catering



## ■ INFORMATION SERVICES BRANCH

As technology and information management continue to evolve, the Information Services Branch is vital to the successful operation of our modern Parliament. The branch works hard to understand the unique needs of Parliament, and anticipate future needs, through a collaborative and consultative approach.

The branch consists of four teams covering the diverse aspects of information services for the Parliament:

- **IT Services** provides reliable, responsive and secure information technology infrastructure, business systems, telephony and technical support for members and staff in Parliament House, the 98 electorate offices and, increasingly, in whichever home, mobile or remote location they may be working in.
- The **Parliamentary Library** provides reference services, information awareness, access to electronic and print collections, cataloguing, media monitoring and chamber footage for members and staff. The library is also responsible for records management compliance and parliamentary archives.
- As part of the library, the **Parliamentary Research Service** prepares papers on legislation before the Parliament and on major issues of interest to members on a broad range of subjects including law, politics, government, environment, economics and social issues, as well as private research papers and notes for members.
- **Hansard** provides an accurate, impartial and timely record of parliamentary and committee proceedings on the Parliament's website.

### Highlights of the 2018–19 financial year

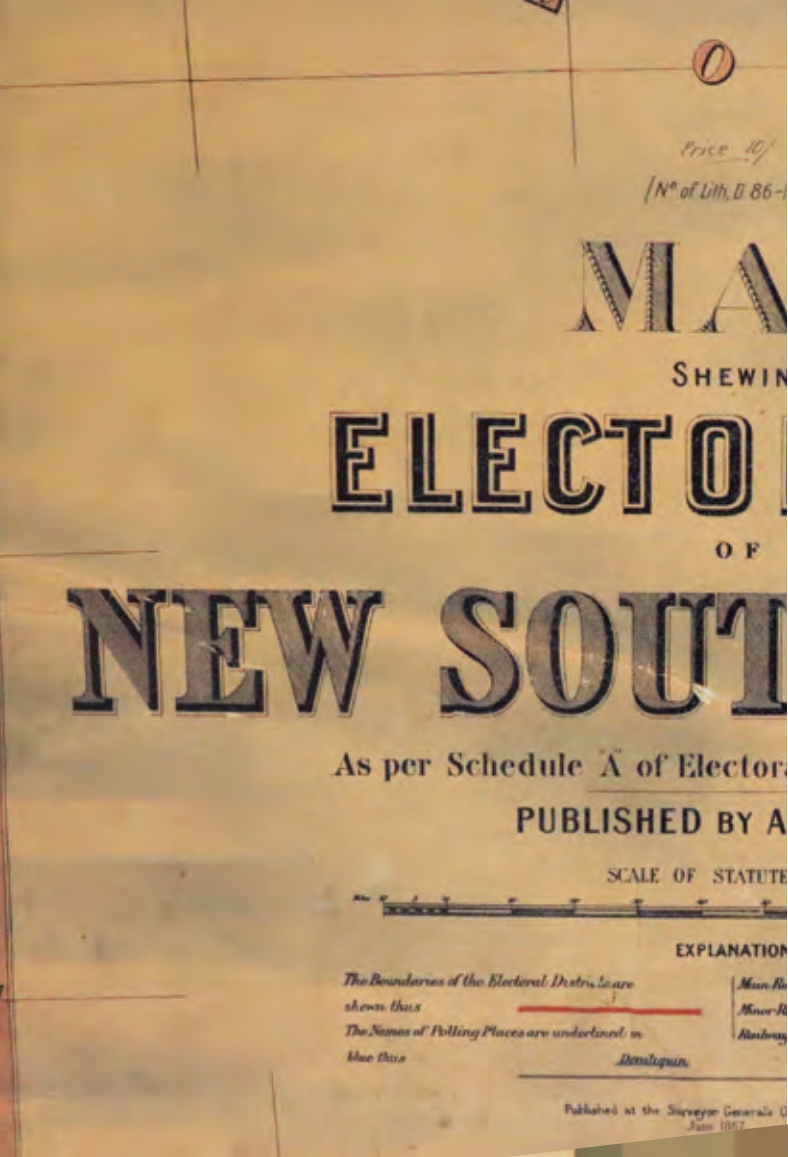
- The branch played a major role in the continuing development of the Parliament's 10-year Master Plan, in particular on the major themes of developing a 'Digital Parliament' and modernising our audiovisual capabilities. Neil Dammerel, Senior Manager of IT Strategic Projects, was seconded to coordinate the development of the Master Plan for several months, with his role backfilled by an IT manager seconded from a NSW government agency.
- IT Services largely completed a major project to replace old telephony in Parliament House and the electorate offices with a modern unified communications platform based on Voice over Internet Protocol (VoIP) technology. The project, which has a few components remaining to be completed in 2019-20, has already delivered significant technology support for mobile and flexible working for members and

parliamentary staff, as well as modern videoconferencing and presentation technology in meeting rooms.

- The branch led the Parliamentary Information Management Systems (PIMS) project, in close collaboration with the house departments, which delivered further major stages in the move from obsolescent Lotus technology to a modern SharePoint platform. It also delivered new PIMS functionality using an agile development approach, notably for votes and minutes management and publishing.
- Hansard successfully implemented modern work and health safety practices to reduce the risk of injury to staff and to manage fatigue.
- We drafted a vision for the 'Parliamentary Library of the future' to be included in the Master Plan, reflecting how new technology and changes in members' needs will lead us to transform the library over the next 10 years, and identifying the resulting changes in staff skills and the physical environment. Following on from this a review was held in the collections team highlighting the skill sets needed into the future. Recruitment is proceeding to fill the gaps identified.
- We participated in the Sydney University Interdisciplinary Research Program, working with students whose research task is to investigate a way to collect, archive and analyse MPs' social media. The library is also planning to collaborate with the University of Technology Sydney's Public History Department on using data visualisation and virtual reality techniques to study and bring to life historical parliamentary documents. Sydney University students completed a comprehensive report on social media capture for future consideration.

### Plans for 2019–2020

- We will develop a strategy and implementation plan for the future cloud and digital transformation of the Parliament's information technology, as outlined in the Master Plan. We will submit a 'Digital Parliament' business case to Treasury to implement this strategy, and to continue the PIMS project to deliver more comprehensive SharePoint functionality and complete the decommissioning of obsolescent Lotus software.
- We will submit a business case to Treasury to replace Parliament's audiovisual systems with a comprehensive and integrated new system, as outlined in the Master Plan, to bring modern broadcasting and video services to the NSW Parliament.





- We will extend WiFi to over half of the 98 electorate offices to support mobile devices for members, their staff and visitors, following a successful pilot of 22 offices in 2018–19.
- We will investigate the possibility of creating an image database to house the many historical photos contained in the Parliamentary archives. It would be expected that these photos would be available to the public via the Parliament’s website.
- Following the passing of amendments in the *Library Act 1939*, NSW deposit libraries, which includes the Parliamentary Library, will now collect electronic material via legal deposit. We are currently working with state and national libraries to contribute to the building of a national digital collection.
- Hansard will host the Australasian and Pacific Hansard Editors Association conference in January 2020, with a central focus on the inclusion of automated transcription software in the production of transcripts. Taking advantage of the experience of other jurisdictions, NSW Hansard will explore options for introducing automated transcription during 2019–20.



Rosemary Sempell manages Records & Archives, a specialist function within the Parliamentary Library. Rosemary and her team are the custodians of a veritable treasure trove of photos, books, artworks, records and materials that chart the storied history of Australia's first and oldest Parliament. The team provides advice and assistance on effective recordkeeping and they catalogue and maintain archival materials.

Since joining Parliament in 2017, Rosemary has responded to hundreds of requests for archival assistance from both near and far. Rosemary reports that requests range from the quick and simple to the more complex. This year she has searched the archives for interesting pieces to be

included in Parliament's ANZAC exhibition, she's helped many members with research material, and she regularly trawls the archives for old photos to post on our Instagram and Facebook pages.

By far the most common requests come from members and staff asking for help with research projects and material for constituents. Now and then Rosemary fields more unusual requests – this year she's helped an author ensure historical accuracy about the Parliament in a novel set in the early days of Sydney. She also arranged access to a petition from the 1850s signed by women, which gives glimpse into the fledgling feminist movement in Australia.

*“The thing I like about working at Parliament is the variety of records and archives we manage, and the range of questions I am asked to research and find information about. Each week I discover another fascinating thing about the history of NSW, the politics and the people who have worked here at Parliament House.”*

## **Meet the team**

**Rosemary Sempell**

Manager  
Records and Archives

Information  
Services Branch



## Honouring dedication and high performance



### Star Awards

This financial year we launched the DPS Star Awards – a department-wide rewards and recognition program designed to highlight the achievements of DPS staff who exemplify our values of excellence, integrity, innovation, collaboration and service. Dozens of nominations were accepted throughout the year, from both peers and managers, and we were delighted to announce these winners.

The **Integrity Award** was presented to **Lenny Roth** from the Parliamentary Research Service. Lenny has made valuable contributions to the Parliament's Twinning program and he provides invaluable and impartial service and advice as a member of the Research Service.

The **Collaboration Award** was presented to **Belinda Young** from Human Services. Belinda is known throughout DPS for her positive attitude and willingness to go above and beyond in providing excellent service to our stakeholders. Belinda is a skilled mentor and she displays strong leadership skills when dealing with all clients.

The **Excellence Award** was presented to **Karl Alarab** from Parliamentary Catering. Karl plays an integral role in motivating the kitchen team and producing food to the highest standards. He demonstrates excellence and collaboration and has a keen eye for detail in the dishes he produces.

The **Innovation Award** was presented to **Kristan Withers** from Human Services. Kristan was the key officer responsible for the introduction of a new induction tool for the Parliament. Kristan tested, formatted and fine-tuned the system to ensure the onboarding of new members was smooth and timely. This HR tool is now used daily by the Recruitment team thanks to Kristan's great work.

The **Service Award** was presented to **Shannon Murphy-Townsend** from Records and Archives. Shannon exemplifies the DPS value of service. He is always quick to respond, is solutions-focused and always willing to work hard to ensure satisfied stakeholders. Shannon is an accomplished trainer and provides support enthusiastically with his excellent customer service skills.

The **Rising Star Award** was presented to **Heide Panec** from Facilities. This award celebrates a DPS staff member who has been with us for up to 12 months and has demonstrated an excellent understanding of all the DPS values. Heide was a worthy winner as she has demonstrated her outstanding commitment to her work with the Facilities team. She coordinated the installation of the ANZAC exhibition in the Fountain Court and has displayed her talents in many other projects managed by the Facilities team.



The **Shining Star Award** was presented to **Krista Meulengracht** from IT Services. This award is presented to the staff member who exemplifies all five DPS values. Throughout the financial year Krista demonstrated each of the DPS values as she elevated the PIMS project and steered it forward. She is responsible for a huge proportion of the success of the project and we congratulate her on a really wonderful year of achievement.

The **Constellation Award** is awarded to the team who consistently demonstrates all five DPS values. We were delighted to recognise the five members of the **IT Service Desk – Ash Vali, Luke Marshall, Steve Smith, Shane O’Brien, Lawrence Gubbay** and their manager **Helen Johnston** – with this award in 2018–2019.



### Parliamentary Services Awards

Each year we hold the Parliamentary Service Awards to recognise the loyalty, long service and dedication of staff across the three parliamentary departments.

In the past financial year, we were delighted to celebrate the achievements of eight long-serving DPS staff members and to join them as they marked these significant milestones in their careers at Parliament. It was particularly special to celebrate 30 years of service of two of our DPS colleagues – Espa Klonaris and Carlos Andrade – and we congratulate them both on this remarkable achievement.

#### 30 years

Carlos Andrade  
Parliamentary Catering

Espa Klonaris  
Facilities Branch

#### 25 years

Mark Sheehan  
Information Services Branch

#### 20 years

Denise Byrne  
Information Services Branch

#### 15 years

Daniela Giorgi  
People and Engagement Branch

Isidora Pareja  
Parliamentary Catering

#### 10 years

Anthea Darmon  
Information Services Branch

Miguel Romero  
Facilities Branch

## ■ PEOPLE AND ENGAGEMENT BRANCH

The People and Engagement Branch is responsible for providing expert services, advice and resources to the Parliament to ensure the welfare and development of members and staff, the planning and delivery of high-quality community engagement and education programs, and timely and effective digital and online engagement.

The People and Engagement Branch meets the needs of the Parliament through the work of two teams:

- **Human Services** provides advice and support on a range of human resource activities including payroll, work health and safety, training, recruitment, policy development and industrial relations.
- **Parliamentary Education** encourages a diverse range of audiences to engage with the Legislature. Through open days, seminars and workshops, public tours, role-plays, children's interactive activities, theatrical re-enactments and via Facebook and Instagram, the Education team provides a variety of ways children, students and adults can connect with the work of the Parliament.

### Highlights over the past year

- The Education Centre was completed in October, opening up possibilities to develop new and exciting school programs to further engage students on sitting days. Learn more about this immersive learning space on page 28.
- The Parliamentary Education team developed a new senior secondary program and held a trial in the Education Centre on sitting days in Terms 1 and 2 this year. The program targets students in the preliminary course of Year 11 Legal Studies and includes viewing the Chambers in session, followed by a detailed explanation and debrief in the Education Centre. Finally the program includes an optional information session with either LA or LC Committees staff. The program has been very well received by students and teachers and, with some final fine-tuning, the program will be officially launched in February 2020.
- In the lead up to the March 2019 election, Parliamentary Education conducted three community information sessions called Visit Before you Vote. The events explained our bicameral system and the function of each House, how laws are enacted, and the role of elected representatives. Participants visited both Chambers and heard about the different voting methods used to elect members to the Legislative Assembly and to the Legislative Council.
- We marked International Women's Day with a celebratory event for all staff across the three departments. Everyone wore one of the colours of the suffragettes – purple, green or white – and gathered in the Fountain Court to celebrate with festive cannoli specially created by our Executive Chef, Vanessa Harcourt, in the colours of the suffragettes. To ensure everyone was included we held an additional morning tea so staff on early shifts, such as our cleaning team, could attend.
- In the lead up to the March 2019 election, the Human Services team provided proactive support to members and members' staff for staffing arrangements for the election. This included face-to-face sessions, webinars for regional locations and one-on-one support. The team created a list of frequently asked questions and posted supporting information on the intranet.
- Human Services implemented a new on-boarding system called HROnboard in time for the election. HROnboard is a cloud-based system that manages the paperwork and processes required between a new employee's verbal offer and their first day at work. Offers of employment are created, sent, accepted and processed within a secure web portal. Prior to the implementation of HROnboard we used a paper-based process so the implementation has reduced the team's paper usage significantly.
- During the post-election period the Human Services team was heavily involved in the induction of new members and members' staff. This included participating in two House Induction Days as well as holding individual meetings with new members. Human Services processed and provided support to members' staff whose employment ended with the election.
- Human Services finalised an automation project for SAP, which involved transferring from a paper form for Short Term Relief payment claims to a fully online process. Members can now approve claims using their mobile devices.
- The development of our managers continued with two more cohorts of the Great Managers Program commencing this financial year, which this year included leaders and managers from the House Departments as well as DPS. Cohort 1 completed a boot camp twelve months after completing the program in May to help them continue to embed the skills they learnt during the program.



## Plans for 2018–2019

- Human Services is collaborating with all branches within DPS as well as the house departments to implement a new on-boarding system. HRonboard will make the experience for new Parliament staff a seamless online process.
- Human Services has developed a number of e-Learning modules, which will be compulsory for all parliamentary staff, to deliver compliance information like Code of Conduct and WHS more easily.
- In 2018–19, Human Services will undertake planning and implementing the management of 2019 NSW State Election. This will include managing staff separations and activities related to employing and inducting new members and members' staff.
- The new Education Centre is approaching completion and the challenge will be to develop new and exciting ways to engage the full range of students in this learning space.
- A new cultural precinct group was formed in late 2017 and together the eight participating institutions aim to share ideas, collaborate on projects and create joint events in our learning quarter to inform and engage the community in our work.
- In July a multidisciplinary student group from the University of Sydney embarked on a project to engage 18–25 year olds with the work of the Parliament, predominantly through inventive ways of using social media.



## ***Meet the team***

**Kristan Withers**

Human Resources Officer  
(Recruitment)

People and  
Engagement  
Branch

***“I feel fortunate to work with such a diverse and interesting group of people in the historic setting of the Parliament. I really enjoy sharing my knowledge and learning from my colleagues’ expertise as we assist members and staff build strong and effective teams across the organisation.”***

Kristan has been with DPS since February 2010. Working in various roles in organisational development, payroll, recruitment and training, Kristan is currently our Human Resources Officer (Recruitment). In this role Kristan coordinates the Parliament’s recruitment function as well as looking after the onboarding of new long-term employees.

With extensive experience in most areas of the Human Services team, Kristan is our ‘go to’ person and she is always willing to help and provide advice. Her technical skills in HR systems, records management and template and form design make her an invaluable asset to the team.

Recently Kristan was responsible for implementing a Parliament-wide internet-based new employee

onboarding system. Kristan project managed the implementation, which required extensive consultation across Parliament, determining the processes that would be used and managing the expectations of the stakeholders.

This year, Kristan was awarded the inaugural DPS Star Award for Innovation and was a finalist for the Shining Star Award. This formal recognition is well deserved and warranted.

Kristan is a member of the 2019 Leadership Development Forum, a development program for emerging leaders that promotes communication and collaboration across the different branches of DPS.



### The Plein Air Painting Prize

In 2018 the NSW Parliament Plein Air Painting Prize celebrated 11 consecutive years and its final year at the NSW Parliament. The prize remains the leading award for *plein air* painting in New South Wales, celebrating the state's dynamic natural landscapes.

The 2018 winner was Sydney artist Wei Bin (Jeffrey) Chen whose painting *Farm* claimed the \$20,000 prize. *Farm* was selected from 47 finalists as the winner by this year's judge Steven Alderton Director and CEO of the National Art School, and was announced at an awards ceremony held at the Parliament in October 2018.

Chen has been a finalist in the Archibald Prize and has exhibited in the Hornsby Art Prize and the Royal Easter Show, as well as in Paddington art galleries. As an acquisitive prize, *Farm* became part of the permanent collection of the Parliament and joins works by previous winners including Euan Macleod, Rodney Pople and Rachel Ellis.

The Parliament is honoured that the prize has continued to attract such a high level of talent over the past 11 years. In 2020 the prize will embark on a new chapter and be hosted and administered by the University of Notre Dame Australia.



## Celebrating the arts at Parliament



### Head On Photo Festival

< *FARM*  
WEI BIN (JEFFREY) CHEN ,  
WINNER  
2018 NSW PARLIAMENT  
PLEIN AIR PAINTING PRIZE

< WEI BIN (JEFFREY) CHEN AND  
FAMILY AT THE EXHIBITION  
OPENING WITH STEVEN  
ALDERTON, CEO NAS, THE HON.  
JOHN AJAKA MLC, PRESIDENT  
OF THE LEGISLATIVE COUNCIL  
AND THE HON. SHELLEY  
HANCOCK MP, SPEAKER OF THE  
LEGISLATIVE ASSEMBLY

The Head On Photo Festival celebrated its 10 year anniversary at the Parliament of New South Wales. The prize gives a range of photographers the opportunity to share their work and exhibit at New South Wales' cultural institutions.

The 2019 prize was exhibited at the Parliament for the month of May. The exhibition featured the finalists of the NSW Landscape Photography Prize which recognises the best photograph of a landscape within NSW. The display of these photographs within the parliament's Fountain Court encourages the public to enjoy photography that celebrates the New South Wales landscape as well as come and explore their parliament.

This year Chris Round's *The Big Trout from Adaminaby NSW*, took out the New South Wales Landscape Prize. The Speaker and President's Prizes were awarded at an event hosted at the Parliament on 9 May, sponsored by the Commonwealth Parliamentary Association. The winner of the Speaker's Prize was *Fiery Mt. Solitary* by Judy Thistleton-Martin and *Byron Bay backpackers* by Bradley Shaw was awarded the President's Prize.

< *BYRON BAY BACKPACKERS*  
BRADLEY SHAW,  
PRESIDENT'S PRIZE WINNER

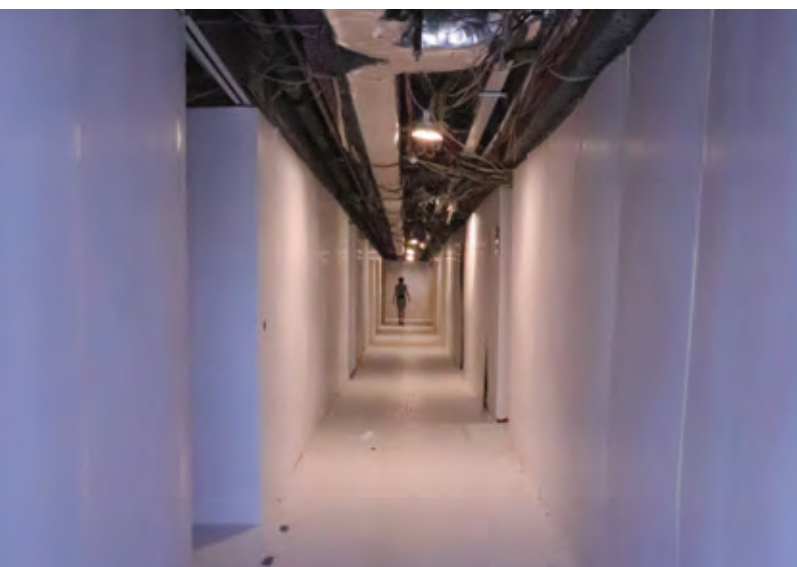
^ *THE BIG TROUT FROM  
ADAMINABY NSW*  
CHRIS ROUND,  
NSW LANDSCAPE PRIZE WINNER

*FIERY MT. SOLITARY*  
JUDY THISTLETON-MARTIN,  
SPEAKER'S PRIZE WINNER

## ■ FACILITIES BRANCH

With parts of the building dating back to 1816 and covering over 42,000 square metres of floor space, NSW Parliament House is a challenging structure to manage. The Facilities Branch is responsible for the maintenance of the entire building as well as the enhancements and capital works of the physical environment of the precincts. The branch manages building repairs, maintenance and security services at Parliament and is responsible for the air conditioning, lighting, elevators, waste disposal, security access, and the car park. The Facilities team also manages the supply of hot and chilled water to our neighbours in the precinct – the Sydney Hospital and the State Library of New South Wales.

The Facilities Branch is responsible for a significant program of capital works to ensure a modern, safe and accessible Parliament for members, staff and visitors.



These projects preserve the heritage attributes of Parliament House for future generations, as well as ensuring compliance with building and accessibility regulations. The Facilities Branch undertakes large-scale planning to scope out future areas of capital and maintenance work for the next decade to optimise our physical infrastructure.

The four key service areas of the Facilities Branch include:

- **building infrastructure services** including cleaning, telephone switchboard, procurement, loading dock and car park management
- **security** including access control, CCTV, emergency evacuation policies and procedures, and contract management of services provided by NSW Police Force Security Management Unit
- **capital works** including planning, management and implementation throughout the parliamentary precincts
- **assets, administration, policy and communications** including the maintenance of the Parliament House art collection, antiques and artefacts, issuing security passes and facilitating car park access, and providing advice to stakeholders and customers.

### Highlights over the past year

- Parliament of NSW is home to an important collection of artworks, antiques and artefacts. The restoration and conservation of the Parliament's collection ensures the pieces can be enjoyed today as well as preserved for future generations. This year two of the Parliament's artworks by the celebrated artist John Coburn, *The Garden of Earthly Delights* triptych and *Red Centre*, underwent conservation. A skilled art conservator spent over a week painstakingly cleaning the works and applying minor retouches. The Facilities team also engaged one of Australia's master clockmakers to restore the Parliament's antique longcase clock by William Mills of London. Made in 1760, the clock was donated to the Parliament in 1979 by former Legislative Council member, the Honourable Eileen Furley OBE. It is wonderful to see this grand clock back in action.
- As part of a five-year project, Stage 1 of the ceiling and building services replacement project was completed this year. The project replaced the 35-year-old ceiling panels and building services systems on Levels 8, 9 and 12 within Parliament House. These upgrades improve energy efficiency, prevent water leaks and help maintain a safe and healthy environment within the Parliament's buildings for years to come.







Other infrastructure projects include replacing the roof membrane before deterioration is beyond repair and avoiding water penetration to the offices in the tower block building, reducing of the possibility of leakages, and protecting the cooling systems for Parliament. Overall this will minimise the need for future remediation works and overall maintenance costs. Stage 2 of the project is scheduled to begin in October 2019, with completion anticipated for June 2020.

- This year the construction of the Parliament’s Education Centre concluded and the new facility was officially launched in October 2018. This purpose-built Education Centre allows us to increase the number of students able to visit Parliament particularly on busy sitting days.
- This year the capital works team finalised construction of an accessible adult toilet and change facility on Level 6. This Changing Places facility includes a toilet, shower, adult-sized change table and hoist to meet the needs of people with severe and profound disabilities. The facility was opened in September 2018. It is included on both the Changing Places website and the National Public Toilet Map. Currently there are only 112 Changing Places facilities across Australia, with Parliament’s facility one of only two Changing Places within central Sydney.

### Plans for 2019–2020

- The Parliament has a long tradition of commemorating former members who have made significant contributions during their time in office. The Facilities team will undertake the commissioning of a new marble bust of former member, and the first female Legislative Council President, the Honourable Virginia Chadwick AO. The bust will be placed in the Legislative Council Chamber and will be the Parliament’s first commission in over a century. The Facilities team will engage with the artist and the Chadwick family, as well as former and

current members to agree on a suitable design. The presence of three-dimensional portraits adds personality to the rich historic environment and immortalises members for their contributions to the Parliament.

- The strategic security measures project will improve security systems that support a safe and secure environment, meeting the needs of a modern parliament and its members, staff and visitors. This will minimise the exposure of NSW Parliament House to potential security breaches and critical incidents, protecting the welfare of building users and visitors, and preserving the unique heritage attributes and assets of the parliamentary precincts. We are committed to ensuring an appropriate response to the National Terrorism Public Alert System level that was raised to ‘probable’ in 2014. This project includes a new Hospital Road turnstile entrance and exit that is currently being planned and scheduled to be completed in September 2019, and new bollards along Macquarie Street to be installed by June 2020.
- The Parliament is committed to improving access to the precincts for people with disability. The Facilities Branch is in the process of developing a funding proposal for a physical access strategy for Parliament House as part of the 10-year planning exercise. This will ensure we continue to intelligently invest in making the Parliament accessible to everyone. We are constantly working to improve access for people with disability, both through major projects and via minor modifications on an as-needed basis.



## *Meet the team*

**Peter Smith**

Maintenance  
Carpenter

Facilities Branch

***“What sets Parliament House apart from museums and other historic buildings is that it is a working building. The chairs are sat in, the tables are worked at – so when they break, it’s up to me to fix them!”***

As the Parliament’s only in-house carpenter, Peter Smith’s job is multifaceted and often endless. Maintaining a 200-year-old building can be challenging but Peter takes it all in his stride. He enjoys working on the many historical elements of the building, from the heritage front doors to the grand ornate Chambers.

Peter studied carpentry and joinery when he left school and he has developed his skills over many years. He is frequently called upon to find innovative solutions to tricky problems around the building and his creative technical skills are always much appreciated. Peter works closely with the Parliament’s Building Technicians and Building Assistants to ensure the precincts can glide along smoothly and his responsibilities extend to the Parliament’s collection of antiques, artefacts and

artworks. He can often be found helping to hang artworks in members’ offices and installing large exhibitions in the Fountain Court.

Peter’s expertise was on display during the opening of the 57th Parliament. Among the many other tasks assigned to him during the lead up, Peter was asked to build a temporary Victorian-style ramp into the Legislative Council chamber to ensure all members, including those with disability, could enter the Chamber on the day. Constructed in just one week, the ramp blended seamlessly into its surroundings as if it was always there – a true compliment to his workmanship.

What Peter loves most about his role is using traditional tools, methods and materials to restore, conserve and create objects for the Parliament’s future.

## Welcoming more people than ever to engage with Parliament



### **Improved access for students**

The Parliament currently hosts more than 16,000 school students each year and, with the construction of our brand new, purpose-built Education Centre now complete, we're looking forward to increasing that number to 30,000 over the next five years.

The first of its kind in the parliamentary precincts, this flexible new learning space is the handiwork of the Facilities Branch capital works team. Its completion increases the capacity of the Parliament to deliver education programs to primary students from across New South Wales. The centre will also provide opportunities to deliver new programs for high school, TAFE and university students as well as for teachers and educators on both sitting and non-sitting days at Parliament.

The centre features a floor-to-ceiling, stylised graphic of the chambers of NSW Parliament. The integration of an ingenious lighting system allows the 'chamber' to transform into the red of the Legislative Council and the green of the Legislative Assembly with the flick of a switch.

For more than three decades, the Parliament has offered programs and tours for students. The new Education Centre will work in tandem with the Parliamentary Education team's successful video-conferencing program for regional and remote students, allowing more students than ever from across the state to engage with Parliament.



### Enhanced online engagement

The state of New South Wales is vast and it's not practical for everyone to physically visit the Parliament. In recent years we've placed a strong focus on harnessing technology to enhance how the community can engage with their Parliament regardless of whether they live in Broken Hill, Bega or Bondi.

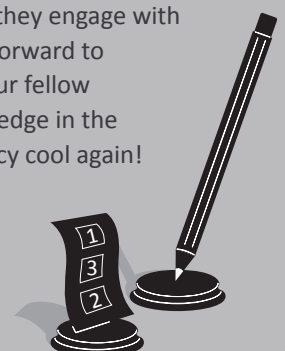
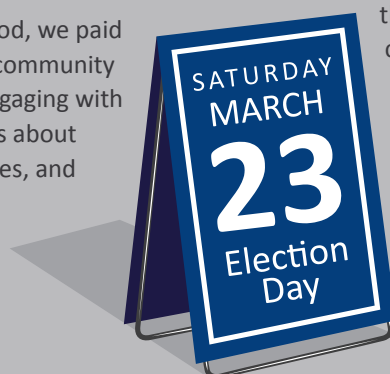
Over the past financial year, our Facebook community has grown to over 12,500 followers, which is an increase of 19 per cent from last financial year. Facebook continues to be an effective way to engage with a broad cross-section of the community. Our Facebook presence is also a very successful way to encourage people to visit the Parliament's website and learn more about the Legislature, with 'Facebook on mobile' the top referral source for the website. Over on Instagram, we now have a community of over 1,000 followers, which is a 28 per cent increase for this financial year.

During the 2019 State Election period, we paid particular attention to helping the community navigate the election process by engaging with our social media followers on issues about democratic rights and responsibilities, and developed infographics to explain pre-election formalities.

### Collaborating with other parliaments

The Australasian Parliamentary Educators Conference is held every year in one of the Australian parliaments, and provides an opportunity for education officers across Australia, New Zealand and the Pacific Island nations to discuss our challenges and share community engagement and education ideas.

In November 2018 it was the turn of the Parliament of NSW to host the three-day conference and we welcomed 25 education officers from across the region to discuss the conference theme: Making Democracy Cool Again. One of the highlights of the conference was the opening keynote address by Professor Rodney Smith, University of Sydney, who set the delegates the challenge of working out how to respond effectively to the positive elements of democratic engagement. We also enjoyed the panel of female members who discussed the ways in which they engage with their constituents. We look forward to collaborating further with our fellow parliaments to share knowledge in the pursuit of making democracy cool again!



## ■ FINANCIAL SERVICES BRANCH

The Financial Services Branch of Parliament is not your typical financial branch. While it delivers professional and efficient financial services, it also manages Members' Entitlements: an administrative team that is unique to parliaments. All its teams are tasked with the responsibility of looking after the financial accountability and governance of Australia's first and oldest Parliament.

The Financial Services Branch is comprised of three teams:

- **Members' Entitlements**, which is responsible for interpretation of the Parliamentary Remuneration Tribunal Determinations for members, their staff and parliamentary staff; provision of education, training and advice to members and their staff in the use of their entitlements; preparation of annual budgets for all members' entitlements and provision of monthly reports on use of their entitlements; update of the Members' Handbook and other documents taking account of the latest rulings from the Parliamentary Remuneration Tribunal, legislative and administrative changes.
- **Parliamentary Accounting**, which is responsible for the preparation of taxation returns; preparation of monthly financial reports for senior management and NSW Treasury; asset accounting and capital expenditure management; annual financial statements and liaison with external audit; partnering with the Parliamentary Catering and other budget managers in the three departments to provide financial advice and decision support; preparation of budgets and overall financial management of the Parliament.
- **Account Services and Systems**, which is responsible for the processing and payment of members' entitlements claims and other accounts; invoicing and debt collection; banking, cash handling and reconciliation; system development and improvement projects for SAP and other financial software; system administration and training of staff in the use of financial systems.







### Highlights over the past year

- The Financial Services Branch met all statutory, Treasury and internal reporting deadlines.
- A clean set of annual financial statements for the Legislature was prepared 2018–19 with no misstatements. The team assessed the impact of new accounting standards commencing in 2019–20: AASB 16 *Leases*; AASB 1058 *Income of Not-for-Profits*; and AASB15 *Revenue from Contracts with Customers* for their impact on the financial statements and they were validated by the Audit Office of NSW.
- The branch commenced live operation of an online Expense Management System (EMS) to enable members to submit entitlements-related claims through a dedicated online secure portal thereby streamlining the management, processing and reporting of members' expenditure claims. A pilot of 18 members commenced in November and this was expanded to a further 20 members and their staff.
- The Members' Entitlements e-Learning Program was enhanced to include webinars on a broad range of entitlements-related areas in addition to specific webinars to support the use of Parliament's expense management system (EMS) for members and their staff.

- The branch developed and launched a new budget forecasting model that is used by budget managers across the Parliament to provide more detailed forecasts on their budgets.
- The branch built on the business partnering approach established by the Parliamentary Accounting team with budget managers last year by assisting them to report monthly on their budget variations and being valued as the first point of contact for any financial advice and support required.
- The Financial Services Branch played its part in ensuring a smooth process around the Election to exit members not continuing and inducting new members. An extensive training program for new members on the use of their entitlements was conducted with following up training sessions for their staff.

### Plans for 2019–2020

- The Financial Services Branch will roll out the online EMS to members and their staff from its current pilot staff to streamline the administration of expenses for members, their staff and Parliament replacing the current paper-based system.
- The team will roll out the upgraded SAP procurement module in conjunction with the new Procurement Framework across the Parliament.
- The team will implement a new integrated budgeting and forecasting system for the Parliament to streamline the budget and forecasting processes and reduce reliance on standalone spreadsheet models.
- Implementation of the complex requirements of the new accounting standard for leases (AASB16) utilising a software model designed for the purpose.
- The Members' Entitlements e-Learning Program will be enhanced to include webinars on demand for use by members and their staff.
- Once funding has been received from Treasury for the development of the Members' Entitlements Reporting (MER) system, the branch will work with members, the Audit Office and the Parliamentary Remuneration Tribunal to ensure the system is implemented.



With 22 years' experience in the public service, Michelle brings a great depth of knowledge and experience to her role as Accounts Payable Supervisor. Leading a very busy team of five staff, Michelle and her team are under constant pressure to process transactions in a timely, secure and accurate manner.

Indeed, the team processes an average of 2400 transactions each month with up to 250 vendors paid each week!

One of the hallmarks of Michelle's supervisory style is her calm nature. She supports her team as they each manage

their own portfolios of clients – an important part of team's delivery of smooth and reliable customer service.

The Accounts Payable team also works closely with Members' Entitlements to process invoices, reimbursements and claims on behalf of members for their entitlements.

In the coming year, Michelle is looking forward to contributing to several projects that will help modernise and streamline finance processes to ensure DPS continues to deliver smooth, efficient and secure Accounts Payable services into the future.

### ***Meet the team***

**Michelle Latsombath**

Accounts Payable  
Supervisor

Financial Services Branch

***"I like helping people and providing great customer service. One of the biggest challenges of my role is balancing the need to provide great day-to-day customer service, as well as finding time to focus on larger projects and process improvements."***

## ■ PARLIAMENTARY CATERING

Parliamentary Catering is responsible for managing all food and beverage services for members, staff and corporate clients in the historical and spectacular dining rooms and event spaces of NSW Parliament House.

With a team of 18 permanent staff, plus in-house casual and contracted staff, we strive to provide excellent customer service and to treat each client with integrity, honesty and impartiality.

Parliamentary Catering comprises the following areas:

- **Front of house**, managed by Carlos Andrade, Operations Manager
- **Business development**, managed by Alan Daw, Business Development Officer
- **Back of house**, managed by Vanessa Harcourt, Executive Chef

### Highlights over the past year

- The Catering team achieved our highest-ever revenue generation, reaching \$4.921 million for the financial year. This is an increase over the previous financial year, where our revenue was \$4.856 million.
- With an operating deficit of only \$8,000 for the financial year, the Catering team is now close to our goal of being the first Australian parliament to achieve cost neutrality.
- Over the financial year, the Strangers' Restaurant has continued to receive positive reviews online, including on The Fork and TripAdvisor.
- Our regionally inspired wine list was recognised at the recent Gourmet Traveller Wine Magazine's Australian Wine List of the Year awards in Sydney, where we received a two wine glass award.
- We have employed two new highly skilled kitchen staff members, two baristas and a business development officer this financial year. This furthers our commitment to providing exceptional customer service,







consistency in delivery and training, and a focus on developing the next generation of hospitality professionals at Parliament.

- We have increased patronage at our bespoke events this year, such as high teas and full-day conferences. By developing a flexible approach, we hope to further assist with encouraging people to visit the Parliament of NSW.
- The Parliament Catering website has undergone significant improvements with the addition of virtual tours and our online sales kit. This enables potential clients to easily navigate their way through the many options available. This also coincides with the department's philosophy of 'more digital – less paper'.

#### **Plans for 2019–2020**

- In the next financial year we are committed to further developing and strengthening our relationships with both corporate clients and members, to increase patronage in our dining and event spaces.
- In the coming financial year we will commence an apprenticeship program as part of our training and development of the next generation of parliamentary catering team members.
- Our gift shop, located in the Public Café, will soon have a new companion. In October 2019 we will launch the Parliament's online gift shop. This online store will enable quick and easy purchases and make it even easier for people to purchase parliamentary mementos and gifts.
- The team is planning to deliver a capital works initiative to improve the capabilities of the kitchen by upgrading several pieces of essential kitchen equipment. Dishwashers, large electronic cooking pans and hot boxes will be upgraded to enable us to meet the heavy demands during peak periods.



## *Meet the team*

**Vanessa Harcourt**  
Executive Chef  
Parliamentary Catering

*“As Executive Chef at Parliament, I am proud of the work the kitchen team has done to achieve an efficient and close to cost-neutral operation.”*

Since taking on the role of Executive Chef in 2017, Vanessa Harcourt has certainly made her mark on the parliamentary kitchens. Supported by her talented culinary team, Vanessa embraces the opportunity to prepare exciting creations that showcase the quality and variety of seasonal produce sourced preferably from New South Wales.

Vanessa is keenly aware of working with seasonal produce to create clean, simple, elegant dishes in the cafés, restaurants and function spaces of Parliament. Her introduction of a carvery has been a big hit with members, providing a quick, tasty and healthy meal to fuel them as they sit long into the night.

Vanessa is not only a whiz with the creative side of the kitchen, she has also made significant contributions

towards achieving cost neutrality for the Parliamentary Catering operation as she proactively works with suppliers to get the best produce at the fairest prices that maximise value for the people of New South Wales.

Vanessa has a strong commitment to encouraging diversity in the kitchen and within the Parliamentary Catering team. Vanessa has collaborated with the Tasting Success mentoring program for female chefs, and next financial year she will employ the Parliament's first apprentice chef. Vanessa's ability to work collaboratively with the whole of the catering team and her empathic approach to her fellow staff members has helped her build a high-performing and well-balanced catering team.

## FINANCIAL COMMENTARY

### Department of Parliamentary Services

The net cost of services for the Department of Parliamentary Services was \$41.903 million and represents 25.5 per cent of the total net cost of services of the Parliament for the 2018–19 financial year. This reflects an unfavourable variance of \$2.240 million or 5.6 per cent against the budget of \$39.663 million.

The main components of the variance include:

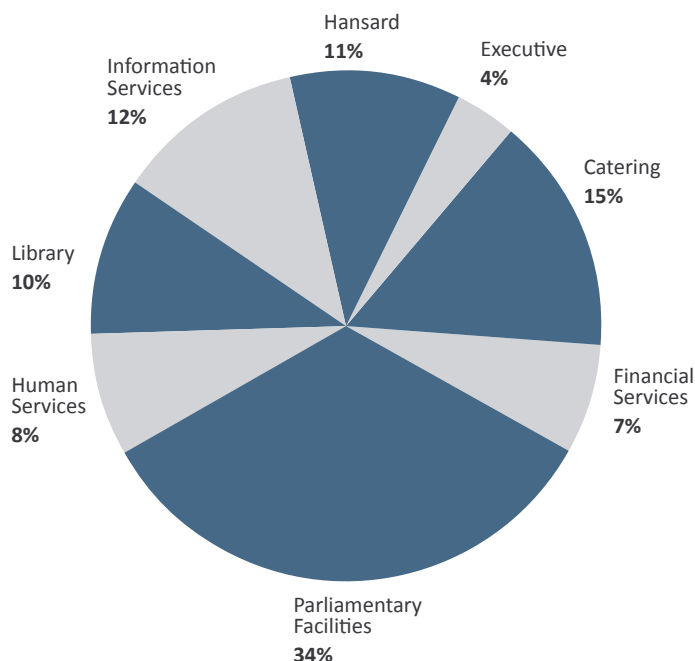
- Employee-related expenses being above budget by \$1.274 million due to higher long service expense of \$864,000 as a result of an adjustment to the discount factor in present value calculations; \$208,000 in additional Hansard positions to manage work health and safety issues; additional project management and planning costs of \$148,000; and additional redundancy costs of \$119,000.
- Operating expenses being above budget by \$170,000 mostly due to an increase in computer costs of \$134,000; higher energy costs of \$117,000; higher security and broadcast system maintenance charges of \$103,000; offset by lower contractor fees of \$166,000.
- Depreciation and amortisation above budget by \$870,000 due to the capitalisation of intangibles.
- Revenue being \$842,000 higher than budget, the main components being sale of goods and services of \$527,000 and other income of \$345,000.

The net cost of services was \$3.457 million higher than the previous year with the major items being employee-related expenses, which were \$1.269 million higher, depreciation being \$1.390 million higher, and loss on disposal being \$758,000 higher.

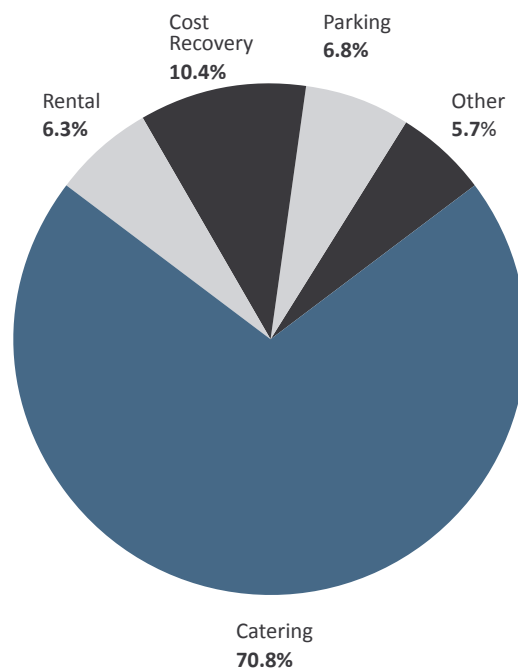
The catering activities, including the hosting of functions, generated 70.8 per cent of the department's revenue, which supports the operations of the Parliament and encourages community access.

Employee-related expenses accounted for 44 per cent of the total expenses of the Department of Parliamentary Services.

### DPS Total Expenses



### DPS Revenue



## START OF UNAUDITED FINANCIAL STATEMENTS

### Department of Parliamentary Services Statement of comprehensive income for the year ended 30 June 2019

	Actual 2019 \$'000	Budget 2019 \$'000	Actual 2018 \$'000
<b>Expenses excluding losses</b>			
Operating expenses			
Employee related	21,185	19,911	19,916
Other operating expenses	14,130	13,960	14,155
Depreciation and amortisation	12,768	11,898	11,378
<b>Total expenses excluding losses</b>	<b>48,083</b>	<b>45,769</b>	<b>45,449</b>
<b>Revenue</b>			
Sale of goods and services	6,560	6,033	6,410
Grants and contributions	–	30	457
Other income	388	43	146
<b>Total revenue</b>	<b>6,948</b>	<b>6,106</b>	<b>7,013</b>
Gain/(loss) on disposal	(768)	–	(10)
<b>Net cost of services</b>	<b>41,903</b>	<b>39,663</b>	<b>38,426</b>

End of Unaudited Financial Statements

## Audit and Risk

The Parliament’s Audit and Risk Committee operates in accordance with Treasury Policy Paper (TPP15-03) Internal Audit and Risk Management Policy for the NSW Public Sector. The committee’s charter states that the objective of the committee is ‘to provide independent assistance to the Clerks and the Chief Executive by monitoring, reviewing and providing advice about the Legislature’s governance processes, risk management and control frameworks, and its external accountability obligations’.

The current members of the Audit and Risk Committee are Ms Carol Holley (Chair), Mr Alex Smith (member), and Mr David Antaw (member). All members are independent and were reappointed with effect from 1 June 2019.

The committee met six times during 2018-19 and committee member attendance is shown in the table.

<b>Audit and Risk Committee Members</b>	<b>Number eligible to attend</b>	<b>Number attended</b>
Ms Carol Holley (chair)	6	6
Mr Alex Smith	6	4
Mr David Antaw	6	6

The committee oversaw and monitored the following activities in 2018–19:

- Risk assessments including updates to the Parliament’s Corporate Risk Register (CRR)
- Endorsement of the Parliament’s Internal Audit Universe, Strategic (three year) and Annual Internal Audit Plans
- Progress against the Internal Audit Plan
- Final internal audit reports
- Status reports on the implementation of internal audit and external audit recommendations
- Draft and final Legislature annual financial statements
- Internal financial performance reports
- The Parliament’s early close procedures
- The Audit Office of NSW’s Client Services Report and management letter
- Management’s representation letter to the Audit Office of NSW
- Annual attestation against the Parliament’s Legislative Compliance Register
- Business continuity management implementation
- Reports on fraud and corruption control.



### **Internal audit**

The Parliament's internal audit function is an independent review activity headed by the Chief Audit Executive. The internal audit function, through the Chief Audit Executive, reports functionally to the Audit and Risk Committee on the results of completed audits, and for strategic direction and accountability purposes; and reports administratively to the Clerks and Chief Executive DPS, to facilitate day-to-day operations.

The Chief Audit Executive manages, through an outsourced audit service provider, an annual plan of risk-based audits. The annual audit plan for 2018-19 was endorsed by the Audit and Risk Committee in June 2018.

During 2018-19, the following final audit reports were presented to the Audit and Risk Committee:

- Corporate Governance
- Members' Entitlements
- Information Systems
- IT Security
- Fraud and Corruption Risk Assessment Members and Members' Staff
- Payroll
- Facilities Management.

In addition to the above, the following three internal audit reviews from the 2018-19 audit plan were in progress as at 30 June 2019 and expected to be finalised in Q1 2019-20:

- Accounts Payable
- Members' Entitlements
- Work Health and Safety in Electorate Offices.

In June 2019, the Audit and Risk Committee endorsed an updated Audit Universe, Strategic (three year), and Annual Audit Plan for the following year (2019-20).

### **Enterprise risk management**

The Parliament's Enterprise Risk Management (ERM) Framework incorporates all the Parliament's policies, processes, and methodologies for identifying and managing risk. The ERM Framework also sets out how risk management is embedded in key business processes.

In May 2019, the Parliament conducted an annual refresh of its strategic risk profile at a workshop facilitated by Prosperity Audit Services. This workshop was attended by the heads of all three parliamentary departments and other executives and senior managers across the three departments. The key output from the workshop was an updated Corporate Risk Register (CRR), which was endorsed by the Parliament's Senior Management Group and the Audit and Risk Committee.

The Corporate Risk Register is subject to quarterly review by management and the Audit and Risk Committee.

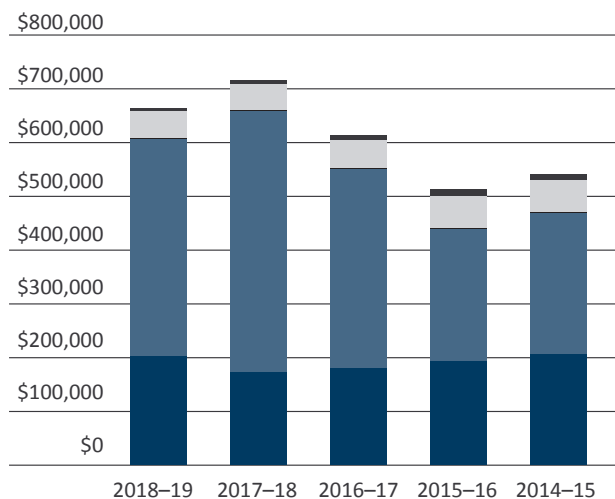
In addition, departments and branches maintain operational risk registers, which are updated as part of the operational planning process.

## Insurance

The Parliament's insurance requirements are managed as part of the Treasury Managed Fund (TMF) portfolio. Under the TMF management arrangements, the Parliament's business insurer is Gallagher Bassett for all insurance lines except for workers' compensation insurance, which is provided by Employers Mutual. Deposit premiums paid to the TMF for all lines of insurance over the past five years are shown in the tables below.

### Deposit premiums paid to the Treasury Managed Fund

Fund Year Contribution	2018–19	2017–18	2016–17	2015–16	2014–15
Property	\$203,150	\$173,230	\$179,100	\$192,430	\$205,080
Workers' Compensation	\$402,790	\$483,882	\$371,277	\$245,301	\$263,575
Motor	\$580	\$750	\$750	\$880	\$800
Liability	\$51,090	\$49,740	\$52,420	\$60,670	\$60,060
Miscellaneous	\$5,230	\$5,930	\$9,030	\$12,390	\$9,890
<b>Total</b>	<b>\$662,840</b>	<b>\$713,532</b>	<b>\$612,577</b>	<b>\$511,671</b>	<b>\$539,405</b>



## Consultants

### **Business continuity management**

The Parliament has continued to make progress in implementing its Business Continuity Management System in 2018-19. Activities have included:

- Four meetings of the Business Continuity Governance Group, with representation from all three parliamentary departments in July 2018, November 2018, March 2019, and June 2019.
- Implementation of all 11 recommendations from the 2017 Internal Audit Report on business continuity.
- The development of updated Business Impact Assessments (BIAs) for all Parliament's critical processes.
- Review and update of Business Recovery Plans (BRPs) for all the Parliament's critical processes.
- Development of internal guidance document on the Parliament's response to a state-wide electricity outage.
- Protocol agreed with Department of Premier and Cabinet (DPC), and a Memorandum of Understanding with NSW Treasury, for reciprocal working arrangements for short-notice accommodation and business recovery site arrangements for the Parliament of NSW and DPC and Treasury respectively.

There are no consultancies to report.

## Workforce Diversity and Actual Staff Numbers

Remuneration level of substantive position	Total staff (men, women and unspecified)	Respondents	Men	Women	Unspecified gender	Aboriginal and Torres Strait Islanders	People whose language first spoken as a child was not English	People with a disability	People with a disability requiring work-related adjustment
\$0 – \$45,800	0	0	0	0	0	0	0	0	0
\$45,800 – \$58,440	9	9	8	1	0	0	4	1	0
\$58,440 – \$68,929	30	30	8	22	0	0	13	0	1
\$68,929 – \$83,935	29	29	14	15	0	0	11	0	0
\$83,935 – \$108,373	49	49	24	25	0	0	13	0	0
\$108,373 – \$135,045	44	44	20	24	0	0	7	0	0
\$135,045 > (Non SES)	23	23	8	15	0	0	0	0	0
\$135,045 > (SES)	1	1	1	0	0	0	0	0	0
<b>Total</b>	<b>185</b>	<b>185</b>	<b>83</b>	<b>102</b>	<b>0</b>	<b>0</b>	<b>48</b>	<b>1</b>	<b>1</b>

## Work Health and Safety, and Injury Management

The Department of Parliamentary Services is committed to the workplace health and safety (WHS) of our employees, members and visitors. WHS is pro-actively managed within Human Services in consultation with all business areas to maximise health and safety in the workplace.

Policies, processes and systems are constantly reviewed by management and staff for improved outcomes.

There were 19 reported WHS incidents (including near misses and actual injuries) reported during the past financial year for DPS.

	No. of incidents	Near misses	Slips, trips and falls	Strains	Other	Lost time
DPS (overall)	15	4	0	0	0	1*

‘Strains’ includes manual handling incidents. ‘Other’ includes all other incidents not categorised.

\*This figure records only the incidents out of the 19 noted that actually resulted in lost time. These are not additional incidents.

## Wage and Salary Movements

The NSW Public Sector-wide Crown Employees (Public Sector – Salaries 2008) Award was varied in July 2018 to provide a 2.5 per cent salary increase for the following 12 months. Changes to this award also apply to the Crown Employees (Parliament House Conditions of Employment) Award 2015.

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, and to staff covered by the Parliamentary Reporting Staff (Salaries) Award.

The Statutory and Other Officers Remuneration Tribunal Determination of 7 August 2018 increased the salaries of the Clerks, Chief Executive, DPS and Deputy Clerks by 2.5 per cent from 1 July 2018.

## Public Interest Disclosures

As per Section 31 of the *Public Interest Disclosures Act 1994*, all agencies including Parliament 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 DPS during this reporting period. No PIDs were received and no PIDs were finalised in the reporting period.

### Fraud and Corruption Prevention

The Parliament's Fraud and Corruption Control Committee met four times in 2018–19 and oversaw the implementation of the Corruption Control Plan.

The following initiatives were taken in 2018–19 to ensure staff awareness responsibilities under section 6E(1)b of the *Public Interest Disclosure Act* have been met:

- induction training held for new staff
- compulsory annual refresher online training on staff code of conduct and appropriate workplace behaviour delivered
- information sessions for parliamentary staff delivered by the Independent Commission Against Corruption (ICAC) on corruption prevention
- the launch of an online training module on fraud and corruption prevention
- the inclusion of a fraud prevention page on the new Governance intranet page, which includes PID policies and a one-page factsheet on How to report wrongdoing
- Email communications by the Department head commending the above to staff.

## Library and Research Publications 2018–2019

Jun 2019	<i>Funding Opportunities for Community Groups</i>
May 2019	<i>Women in Parliament: NSW Legislative Council</i>
May 2019	<i>NSW Curriculum Review</i>
Apr 2019	<i>Key issues for the 57th Parliament</i>
Mar 2019	<i>Adult safeguarding laws: Reviewing the proposal for a NSW Ageing and Disability Commissioner</i>
Mar 2019	<i>The High Court's decision on third-party campaign spending</i>
Feb 2019	<i>NSW Economic Update Summer 2019</i>
Feb 2019	<i>Visualising NSW Electorates: Population growth</i>
Feb 2019	<i>Trends in NSW population growth</i>
Dec 2018	<i>Drug use at music festivals</i>
Dec 2018	<i>Homelessness in NSW: Electorate Statistics</i>
Dec 2018	<i>Visualising NSW Electorates: Homelessness</i>
Nov 2018	<i>Women in parliament</i>
Nov 2018	<i>Trends in NSW State finances 2002–03 to 2018–19</i>
Nov 2018	<i>NSW Economic Update Spring 2018</i>
Oct 2018	<i>Exotic animals in circuses</i>
Sep 2018	<i>A statistical snapshot of crime and justice in New South Wales</i>
Sep 2018	<i>NSW's strangulation offence: Time for further reform?</i>
Aug 2018	<i>CBD and South East Light Rail: key sources</i>
Aug 2018	<i>NSW Economic Update Winter 2018</i>
July 2018	<i>Regional labour force trends and NSW electorates</i>



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