



DEPARTMENT OF
PARLIAMENTARY
SERVICES

ANNUAL REPORT
2022

LETTER OF TRANSMITTAL

The Hon Matthew Mason-Cox 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 President and Mr Speaker

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 2022.

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.

This report details our major achievements against the DPS Strategic Plan for the 2021–22 financial year, providing information and statistics relating to our outputs and activities.

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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ACKNOWLEDGEMENT OF COUNTRY

The Department of Parliamentary Services acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past and present and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this report.

We advise this report may contain images, voices or names of deceased persons in photographs or historical content.

PRESIDING OFFICERS' FOREWORD

We are pleased to provide a foreword to the Annual Report of the Department of Parliamentary Services (DPS) for the year ending 30 June 2022.

DPS is responsible for providing professional services, expert advice and fit-for-purpose facilities that enable a high-performing and effective Parliament for members, staff and thereby the people of New South Wales, in line with the five Parliamentary priorities of the 57th Parliament:

1. Modernisation of the Parliament
2. Strengthening engagement with the public and enhanced trust in Parliament
3. Safeguarding the independence of a strong Parliament
4. Support members in their evolving role as elected representatives
5. Develop the capabilities of the Parliament's workforce.

These strategic priorities are the guiding principles under which DPS operates and ensure that members and staff can continue to serve the community, now and into the future.

Some highlights of the year include the following:

a) In June 2022, the Parliament acknowledged the 25th anniversary of the NSW Government Apology to the Stolen Generations. More than 50 Stolen Generations survivors and their supporters attended ceremonial proceedings at NSW Parliament House, sharing their stories in both Houses of Parliament. The revisiting of the apology demonstrated the Parliament's continued commitment to the important process of reconciliation with Aboriginal people throughout the State;

b) This year marked the Platinum Jubilee of Her Late Majesty Queen Elizabeth II, a celebration of her 70 years of dedicated service to Australia and the Commonwealth. DPS contributed to this occasion by putting together a fabulous display and the lighting up of NSW Parliament House in purple, a colour synonymous with royalty. The Queen's Platinum Jubilee display

featured a collection of photographs, souvenirs, newspaper coverage and memorabilia from the Parliament collection. Four key collection items from the Parliamentary Archives were conserved and digitised for the first time in order to bring this commemorative display to life. These efforts were a fitting way to mark such a historic occasion;

c) COVID-19 continued to have an impact on the Parliament in 2021–22, with adjustments needing to be made to our operations. Our new audiovisual equipment allowed us to ensure that Parliament and committees could continue, with options for virtual attendance by members in the House, and with some committees being fully virtual during lockdown. DPS also continued to provide updates on the latest health advice to the Parliamentary community, particularly during periods of lockdown and for guidance during sitting weeks. We thank everyone who worked tirelessly to keep us all safe; and

d) Following a record funding year in 2021–22 for major projects such as live captioning (which allows deaf or hard of hearing people to follow debate in real-time) and the completion of multiple stages of the 'tower block' (modern office extension) membrane replacement, the Parliament of NSW was successful in securing funding for critical building works and to continue to improve its physical and digital infrastructure into 2022–23. Two major upcoming projects include the restoration of the 'Rum Hospital' part of Parliament House and the restoration and upgrade of the heritage legislative chambers.

We extend our thanks to Chief Executive Mark Webb and his executive team for their unwavering support and commitment to the Parliament. Mark and his capable leadership team ensured the NSW Parliament continued to thrive, despite the difficulties posed by the COVID-19 pandemic. DPS continued to provide the high level of service we are accustomed to throughout 2021–22. Our thanks likewise go to the dedicated and professional staff in DPS, whose work is central to the Parliament of NSW's operations.

The Hon Matthew Mason-Cox MLC
President of the Legislative Council

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

CHIEF EXECUTIVE'S REVIEW 2022

2021–22 has been another big year for the Department of Parliamentary Services (DPS). The past twelve months have seen the successful delivery of numerous projects, events and initiatives that have supported and enhanced the Parliament's operations, all of which you will see celebrated throughout this report. But I would also like to recognise the business as usual work of the department and its people, particularly during another year marked by the COVID-19 pandemic. The sustained efforts of DPS to enable the work of the Parliament through these challenging years has been truly remarkable and is a testament to their tireless commitment to their work and this institution.

Continuing the focus on our people, in July 2021, the NSW Parliament engaged former Sex Discrimination Commissioner Elizabeth Broderick AO to provide expert advice to the Parliament to ensure a workplace free from bullying, harassment and sexual misconduct. I am certain that the work completed by Elizabeth Broderick and her team will form a powerful platform for change, making sure everyone has the same wonderful experience at the Parliament of NSW that so many of us currently have. The results of this review will inform much of the work we focus on in 2022–23.

Our investment in the infrastructure, systems and people of the Parliament was never more evident than in 2021–22. Many of our technology solutions allowed Parliamentary operations to continue despite the pandemic, including audiovisual support for the chambers and committees to enable virtual and hybrid hearings. These past investments also meant that when COVID-19 lockdowns hit NSW in 2021, we were able to seamlessly transition to working remotely, and that the people of NSW could continue to participate in parliamentary processes during the pandemic.

The Parliament is more accessible now than it has ever been. 2021–22 saw the installation of two new accessible ramps allowing wheelchair access to Parliament via Hospital Road and to the Speaker's Garden. We also launched live captioning, which allows deaf or hard of hearing

people to follow parliamentary debates as they happen. We've worked to make the Parliament more accessible to those in regional or remote communities as well, with the launch of ePetitions for the Legislative Council, the digitisation of tens of thousands of historical parliamentary documents now available on the Parliament's website, and in an Australian first, we facilitated the remote broadcast of regional committee hearings. We will continue with this important work to ensure the Parliament is accessible for everyone in NSW.

As you read through this report, you may be struck by the same thought as me: if this is what we've been able to achieve so far, what wonders does the future hold for DPS?

I would like to extend my sincere thanks to the people who make up the parliamentary community, and in particular, the staff of DPS. Once again, DPS staff have shown themselves to be a resilient, knowledgeable and hardworking group, particularly when faced with the many challenges that 2021–22 brought to Parliamentary operations, and for this I am enormously grateful. It is their enthusiasm and confidence in DPS that has made so much of what we've achieved possible.

I thank the Presiding Officers, President Mason-Cox and Speaker O'Dea, for their ongoing support of the work DPS does, and for their leadership in setting a clear vision for the future direction of the Parliament. I also wish to acknowledge my House department colleagues, Clerk of the Parliaments David Blunt and Clerk of the Legislative Assembly Helen Minnican, in what has been another year of collaboration between the Parliamentary departments, as we worked together towards our common goals.

Finally, I would like to thank my outstanding executive team: Julie, Kelly, Helen, Jocelyn, Lisa, Matthew, Mike and Rob for their support and guidance over the past 12 months. The smooth functioning of the Parliament is in safe hands with such a dedicated and capable group of leaders.

I am proud to present this annual report for 2021–22.

Mark Webb | Chief Executive
Department of Parliamentary Services

PURPOSE STATEMENT

*Enabling the Parliament,
serving New South Wales.*

OUR VALUES

In the Department of Parliamentary Services, we believe it's not just what we do, but how we do our work that is important. The following values underpin how we work to achieve our purpose:

- **Integrity** – The quality of being honest and having strong moral principles
- **Collaboration** – The act of working together to achieve something
- **Excellence** – The quality of working to the highest standards
- **Innovation** – The act of creating or accepting new ideas, methods or processes
- **Service** – The act of giving assistance, support or advice.

DEPARTMENT OF PARLIAMENTARY SERVICES

THE DEPARTMENT

The Department of Parliamentary Services (DPS) is responsible for providing professional and support services to members and staff at the Parliament of New South Wales.

The work of the department is delivered through eight branches and units, and is overseen by the Chief Executive, Parliamentary Services.

Parliamentary Services Division:

- **Parliamentary Catering:**
Manages the cafés and restaurants of Parliament, offers function and dining services, and events management
- **Communications, Engagement and Education:**
Manages education and community outreach programs and events, Aboriginal liaison and engagement, internal and external communications, and media liaison
- **Hansard, Library and Research:**
Provides information-based services, including Hansard, library, records, research and media monitoring.

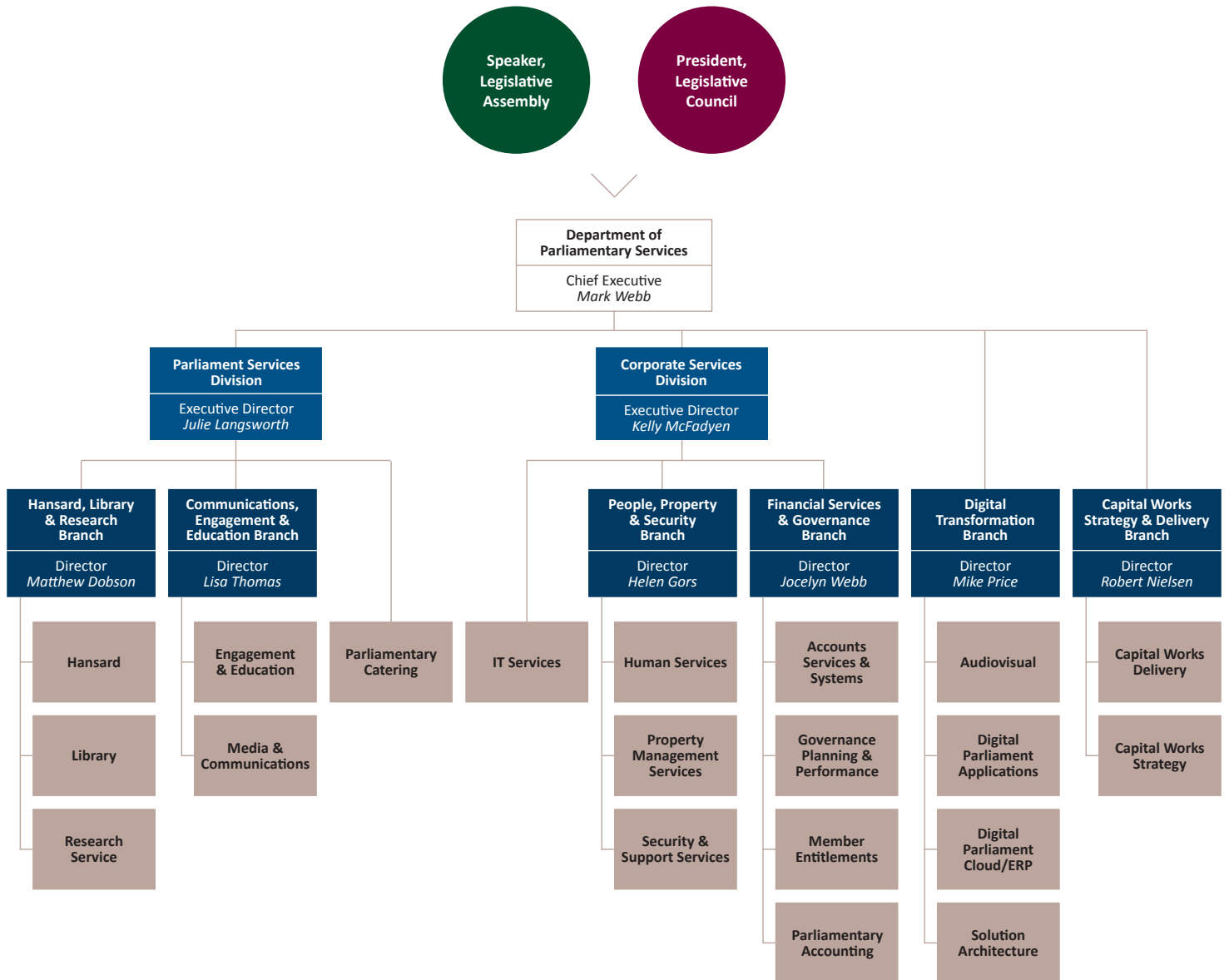
Corporate Services Division:

- **Financial Services and Governance:**
Provides professional services and advice on matters of finances, members' entitlements, strategic planning, customer performance, procurement and governance and risk
- **IT Services:**
Manages information technology infrastructure and provides technical support to the Parliament
- **People, Property and Security:**
Provides human resource services, industrial relations support and advice, and manages payroll, training, and work health and safety services. The branch also provides building-related services including security, electorate office services, and asset management.

Projects:

- **Capital Works, Strategy and Delivery:**
Responsible for the delivery of capital and minor works projects at NSW Parliament, as well the development of the Parliamentary precincts and Electorate Office capital works strategies
- **Digital Transformation:**
Responsible for the delivery of a series of projects to modernise the technology systems available at NSW Parliament.

DEPARTMENT OF PARLIAMENTARY SERVICES ORGANISATION CHART



EXECUTIVE TEAM



Mark Webb | Chief Executive
Department of Parliamentary Services

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 effective and high-quality professional services for the Parliament. Mark's leadership of the department is underpinned by 18 years' experience in senior executive positions in the New South Wales and Commonwealth public services.



Robert Nielsen | Director
Capital Works Strategy and Delivery Branch

Robert leads the development and delivery of Capital Works Strategy for Parliament House and Electorate Offices. With 17 years' experience overseeing facilities services at the Parliament, Robert now works exclusively with the Capital Works team to advance the future planning of NSW Parliament House, while delivering key building projects. Robert led the creation of Parliament's first Disability Inclusion Action Plan and is the Executive Sponsor of People with Disability.



Julie Langsworth | Executive Director
Parliament Services Division

Julie has worked at Parliament for more than 27 years in senior roles both in the Department of the Legislative Council and the Department of Parliamentary Services. As Executive Director, Parliament Services Division, she works closely with the Chief Executive to oversee the Hansard, Library and Research Branch, the Communications, Engagement and Education Branch, and the Catering Unit. Julie is also the Executive Sponsor for the Parliament's Pride in Diversity group.



Mike Price | Director
Digital Transformation Branch and CIO

Mike leads the delivery of major changes to NSW Parliament's technology landscape through the Digital Parliament and Audiovisual Services programs. Previously, Mike led the Information Services Branch which included IT Services, Library, Hansard and Research. Mike is passionate about improving the way people work through new technology, especially in eliminating paper and manual processes. Mike brings considerable expertise garnered during his tenure in senior executive roles in both the private and public sectors in the UK and Australia. He is the Mature Age Persons Executive Sponsor.



Kelly McFadyen | Executive Director
Corporate Services Division

Kelly provides leadership and strategic direction for the Corporate Services Division. Kelly works with the executive and senior managers to provide professional IT, Finance, People, Property, Security and Corporate Governance services across Parliament. Kelly brings 24 years' leadership experience in corporate services, strategy and governance in both the private and NSW public sectors. As Executive Director, she works closely with Mark and Julie to oversee the corporate governance of DPS. Kelly is the joint Executive Sponsor of Culturally and Linguistically Diverse People.



Jocelyn Webb | Director
Financial Services and Governance Branch

Jocelyn joined DPS in 2021 to oversee the Finance and Governance Branch, which includes Members' Entitlements, Accounting Services, Procurement, and Governance and Risk. Jocelyn is also the joint Executive Sponsor of Culturally and Linguistically Diverse people. She has over 25 years' experience in financial roles with qualifications in accounting, economics, and governance and risk. Her career spans roles in the private, government, sport and not-for-profit sectors in Australia, Asia, the United Kingdom, and working with stakeholders in Europe, South America and the United States.



Lisa Thomas | Director
Communication, Engagement and Education Branch

Lisa leads the Communications, Engagement and Education team at DPS, overseeing the delivery of communications, events and education programs. With a background in magazine publishing and leading communications for major events and initiatives, Lisa has worked in number of private and public sector leadership roles. Her team is passionate about increasing engagement with and understanding of the Parliament of NSW. In addition to her Director role, Lisa is the Executive Sponsor of Aboriginal and Torres Strait Islanders.



Matthew Dobson | Director
Hansard, Library and Research Branch

Matthew provides leadership and strategic direction to the Hansard, Library and Research Branch. Matthew joined DPS in September 2016 as the senior manager of the Parliamentary Research Service. Since then, he has worked on a number of key projects including the Parliament's first Master Plan. His leadership of the branch is underpinned by his experience in providing information and research services in a variety of public sector roles. Matthew is the Mental Health and Wellbeing Executive Sponsor.



Helen Gors | Director
People, Property and Security Branch

Helen heads up the People, Property and Security branch, which looks after the Parliamentary precincts and the 98 Electorate Offices, as well as the people working within them. Helen joined DPS in 2016 and brings a wealth of human resources experience to her current role, with over 30 years' experience in the NSW public sector, working across different agencies including Forests NSW, the Sydney Harbour Foreshore Authority, and the Department of Planning. Helen is also the Executive Sponsor of Gender Equity.

LEADERSHIP TEAM

People, Property and Security

- Michelle Bartolo** – Senior Manager, Human Services
- Ross Cameron** – Senior Manager, Property Management Services
- Stuart James** – Senior Manager, Security and Support Services
- Andrew Kiejda** – Senior Manager, IR Project

Financial Services and Governance

- Chris Roach** – Senior Manager, Governance, Planning and Performance
- Emma Thorlby** – Senior Manager, Members' Entitlements
- Andrew Veitch** – Senior Manager, Parliamentary Accounting

IT Services

- Michael Crawford** – Senior Manager, IT Services

Hansard, Library and Research

- Deborah Bennett** – Parliamentary Librarian
- Nicola Dunbar** – Senior Manager, Parliamentary Research Service
- Vanessa Schlenert** – Editor of Debates

Communications, Engagement and Education

- Jeannie Douglass** – Senior Manager, Education and Engagement
- Felicita Benedikovics** – Senior Manager, Media and Communications

Parliamentary Catering

- Lee Kwiez** – Senior Manager, Parliamentary Catering

Digital Transformation

- Scott Fuller** – Senior Program Manager
- Krista Meulengracht** – Senior Program Manager
- Jo Miks** – Senior Program Manager

Capital Works Strategy & Delivery

- Rob Hamilton** – Senior Manager, Capital Works Delivery
- Tass Miroforidis** – Senior Manager, Capital Works
- Lyndall Smith** – Senior Program Manager

EXECUTIVE SPONSORS – DIVERSITY AND INCLUSION

The Parliament of NSW recognises the importance of embracing the diverse nature of the community we serve and is committed to building a positive and productive workplace that reflects and encourages the varied perspectives, cultures and experiences of the people who make up that community. DPS Executive Sponsors are Directors and Executive Directors who champion DPS's focus groups. They provide executive level support and direction for the implementation and review of the Diversity and Inclusion Strategy and Plan at DPS.

Groups of focus and their aims include:

Aboriginal and Torres Strait Islanders

Executive Sponsor: Lisa Thomas, Director, Communications, Engagement and Education

- Helping drive better outcomes for Aboriginal and Torres Strait Islander people working at NSW Parliament, to better understand the unique challenges they face both working at Parliament and outside the workplace
- Welcoming Aboriginal and Torres Strait Islander people and communities and finding new ways to engage, work together and acknowledge the impacts of past trauma
- Celebrating diversity, commemorating important dates and paying tribute to the long journeys of First Nations peoples.

Culturally and Linguistically Diverse (CALD) peoples

Executive Sponsors: Kelly McFadyen, Executive Director, Corporate Services and Jocelyn Webb, Director, Financial Services and Governance

- Breaking down barriers to participation in the workplace and supporting initiatives that promote and understand cultural diversity and social harmony
- Increasing the employment of people from all diversity groups and backgrounds
- Ensuring flexible working arrangements are in place to allow for staff from culturally diverse backgrounds to participate in cultural and religious activities and obligations
- Ensuring religious observance/purposes are facilitated where necessary for visitors and staff.

Disability inclusion

Executive Sponsor: Robert Nielsen, Director, Capital Works Strategy and Delivery

- Providing executive leadership to the Parliament's Disability Inclusion Action Plan and initiatives
- Advocating for physical and mental disability inclusion in workplace culture
- Promoting the importance of mental wellbeing within the organisation
- Driving improvements to physical accessibility of the work environment
- Promoting opportunities for disability awareness training.

Gender equity

Executive Sponsor: Helen Gors, Director, People, Property and Security

- Advocating for good practice relating to employment policies and processes
- Providing leadership to drive gender equity employment initiatives and organisational change to create a workplace that values and supports people no matter their gender identity
- Committing to understanding the barriers and representing the rights of employees of all genders
- Providing high level endorsement and support to the working group, including support for practical solutions identified.



LGBTIQ+ Pride@Parliament

Executive Sponsor: Julie Langsworth, Executive Director, Parliament Services

- Providing a diverse and inclusive environment for members of Parliament, their staff, parliamentary staff and the NSW community
- Providing a safe and supportive workplace for all people, regardless of their race, sex, religion, disability, sexual orientation or gender
- Fostering inclusiveness for LGBTIQ+ people.

Mature age persons

Executive Sponsor: Mike Price, Director, Digital Transformation and CIO

- Advocating good practice relating to employment policies and processes
- Providing leadership to combat ageism and promote inclusion for older workers
- Committing to understanding the barriers and representing the rights of older employees
- Supporting the provision of flexible working conditions that may be of particular interest or help to older workers.

Mental health and wellbeing

Executive Sponsor: Matthew Dobson, Director, Hansard, Library and Research

- Advocating for staff mental health and wellbeing as a strategic priority in the Parliament's workplace safety practices and culture
- Developing a workplace mental health awareness and wellbeing strategy
- Implementing a Mental Health First Aid Network throughout the Parliament
- Ensuring a zero-tolerance approach to bullying, harassment and sexual harassment
- Supporting the provision of flexible working conditions that promote employee mental health and wellbeing.

DPS AT A GLANCE

66,000
people visited the
Parliament's
education
website

282 customised
research requests
for members

189 committee hearings,
including budget
estimates and
away committees:

741
sitting hours and

8,853
pages of transcripts

11,844
students,
teachers and
members of the public
participated in
education and
engagement programs
and events

19 public
talks and events
delivered
397 items
loaned out
from the
Parliamentary
library

**31 educational
events delivered**

1,295 requests
for information for
the library team

10 away
committees:
Tumut,

19,864 meals
provided to Oz Harvest,
to feed homeless and
vulnerable members
of the state

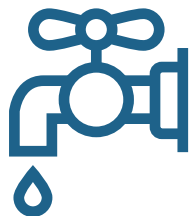
245 library tours/training
sessions delivered

Over 39,700
coffees, teas and
hot chocolates sold
in the Parliament's cafes
and restaurant

141 members
participated in
community
engagement
and education events

8,343
media releases
saved and
uploaded to KOHA
(open source
integrated
library system)

Moruya,
Albury,
Coffs Harbour (2),
Bexley,
Ballina/Byron,
Lismore,
Tweed/Murwillumbah,
and Windsor/Richmond



Water consumption

25,225 kL

37% decrease compared to
seven-year average



Electricity consumption

5,148,127 kWh

5.7% decrease compared to
seven-year average

20,784 requests for assistance to the Service Desk actioned

50,076 Rapid Antigen Tests administered

All 10,000 Legislative Assembly Votes by day documents published on website

625 letters of offer sent out by the recruitment team

2,829 diners in the Strangers' Restaurant

15 leases executed for electorate offices

2,061 building services requests for Parliament House actioned

Over 1,600 email accounts migrated to the cloud with Microsoft 365

710 catered functions, with **24,833** function attendees

714 appraisals of members' publications issued to their constituents

446 IT system changes logged and implemented

Scanned all 13,000 historic Bills in the Legislative Council archives

17 IT security, operating system, and application patch deployments

381 requests from electorate offices for repair, maintenance or security services actioned

645 members and staff signed up for Parliament on Demand (video clipping of chamber & committee footage) and more than

6,000 video clips downloaded since it went live in May 2021

Note: These figures have been impacted by reduced consumption due to COVID-19 and the roof membrane replacement project



Gas consumption

7,432 GJ

18.9% decrease compared to seven-year average



Solar generation

13,481 kWh

48% decrease from 2020–21

OUR PEOPLE

WAGE AND SALARY MOVEMENTS

The *NSW Public Sector Crown Employees (Public Sector – Salaries 2020) Award* was varied to provide a 2.03 per cent salary increase for 12 months from the first full pay period after 1 July 2021. Changes to this award also apply to the *Crown Employees (Parliament House Conditions of Employment) Award*.

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 Offices Remuneration Tribunal (SOORT) Determination* of 5 August 2021 provided a 2.5 per cent increase in remuneration for the Chief Executive, Clerks, Deputy Clerks and Senior Executives with effect from 1 July 2021.

WORKFORCE EMPLOYEES

Remuneration level of substantive position	Total staff (men, women, unspecified)			Respondents			Men			Women			Unspecified gender		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
\$0 – \$45,800	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
\$45,800 – \$58,440	12	11	10	12	11	10	3	8	7	9	3	3	0	0	0
\$58,440 – \$68,929	23	21	18	23	21	18	3	3	2	20	18	16	0	0	0
\$68,929 – \$83,935	27	30	37	27	30	37	11	13	13	16	17	24	0	0	0
\$83,935 – \$108,373	54	59	52	54	59	52	26	24	22	28	35	30	0	0	0
\$108,373 – \$135,045	46	70	85	46	70	85	24	33	42	22	37	43	0	0	0
\$135,045 > (Non SES)	27	33	46	27	33	46	9	14	14	18*	19*	32^	0	0	0
\$135,045 > (SES)	1	4	5	1	4	5	1	2	2	0	2	3	0	0	0
Total	190	228	253	190	228	253	77	97	102	113	131	151	0	0	0

*NOTE: 11 OF THE 18 WOMEN ARE HANSARD REPORTERS WHO RECEIVE AN ALL INCIDENCE ALLOWANCE.
7 OF THE 18 WOMEN ARE AT SENIOR MANAGER LEVEL OR ABOVE

#NOTE: 15 OF THE 19 WOMEN ARE HANSARD REPORTERS WHO RECEIVE AN ALL INCIDENCE ALLOWANCE.
4 OF THE 19 WOMEN ARE AT SENIOR MANAGER LEVEL OR ABOVE

^NOTE: 18 OF THE 32 WOMEN ARE HANSARD REPORTERS WHO RECEIVE AN ALL INCIDENCE ALLOWANCE.
14 OF THE 32 WOMEN ARE AT SENIOR MANAGER LEVEL OR ABOVE

Remuneration level of substantive position	Aboriginal and Torres Strait Islanders			People whose language first spoken as a child was not English			People with disability			People with disability requiring work-related adjustment		
	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
\$0 – \$45,800	0	0	0	0	0	0	0	0	0	0	0	0
\$45,800 – \$58,440	0	0	0	5	4	4	1	1	1	0	0	0
\$58,440 – \$68,929	0	0	0	12	11	11	0	0	0	0	0	0
\$68,929 – \$83,935	1	1	1	12	14	16	0	0	1	1	1	1
\$83,935 – \$108,373	0	0	0	16	16	15	0	0	0	0	0	0
\$108,373 – \$135,045	0	1	1	10	16	21	0	1	0	0	0	0
\$135,045 > (Non SES)	0	0	0	2	4	5	0	0	0	0	0	0
\$135,045 > (SES)	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	2	2	57	65	72	1	2	2	1	1	1

WORKFORCE DIVERSITY

The workforce diversity strategies, events and activities delivered by DPS in 2021–22 are listed below.

- Further development of the DPS Diversity and Inclusion intranet space, with updated resources and information for the focus groups listed in DPS's Diversity and Inclusion Plan, including Executive Sponsors for Gender Equity, People with Disability, LGBTIQ+, Aboriginal and Torres Strait Islanders Peoples, Culturally and Linguistically Diverse Peoples and Mature Age Persons
 - Mental Health and Wellbeing added to focus groups for diversity and inclusion.
- LGBTIQ+
 - Establishment of the Pride@Parliament employee network that focuses on developing various LGBTIQ+ events and celebrations
 - Mardi Gras Fair Day
 - Guest speaker in-person morning tea and online event with Free, Gay and Happy co-founder Teresa Leggett
 - Wear It Purple Day all staff email and purple-themed virtual meeting backgrounds
- People with Disability
 - International Day of People with Disability news slider story promoting a Public Service Commission event
 - Virtual commemoration of a Loud Shirt Day charity event
- Aboriginal and Torres Strait Islander People
 - Virtual activities celebrating NAIDOC week including a Welcome to country ceremony by Aboriginal cultural organisation Koomurri and spiritual song man performance
 - Family program and cultural workshops by Aboriginal cultural organisation Mirri Mirri
 - NAIDOC at-home cooking activities, including well-known Indigenous leader Aunty Beryl's recipe for lemon myrtle butter cookies, one of the native ingredients grown on the Parliament's roof top garden and an introduction to incorporating bush flavours in everyday cooking
- Gender Equity
 - International Women's Day (IWD) online events and educational email to all staff, with staff encouraged to wear purple, green and white to commemorate IWD
 - The Gender Equity Working Group (GEWG) met monthly to work on projects dedicated to improving the experience of women in the workplace
- Culturally and Linguistically Diverse peoples
 - Staff brought in a fabulous array of home cooking from various countries and shared recipes to celebrate the Harmony Day Food Festival
 - Rosh Hashanah (Jewish New Year) and Hannukah commemorations
 - Ceremonial lighting of Parliament House's facade and virtual event celebrating Diwali Day
- Mental Health and Wellbeing
 - The Mental Health and Wellbeing Working Group was established to work on projects dedicated to improving the mental health and wellbeing of staff in the workplace
 - RUOK? Day virtual event and educational news slider story
 - Promotion of Safe Work Month via a news slider story
 - Education and encouragement of staff to participate in the Movember movement
 - Promotion of Black Dog Institutes' Mental Health Month events and webinars
 - During the 2021 COVID-19 lockdowns
 - Weekly wellbeing news slider stories with different topics such as incidental exercising, stretching at your desk, and home workstation setup
 - Weekly '15 Minutes of Friday Fun' virtual sessions, ensuring staff and members could stay connected and join in various online wellness and social activities.

Future strategies are considered in line with the Parliament's Diversity and Inclusion Strategy and the Work Health and Safety team's 'Calendar of Significant Events', and as such vary from year to year. Strategies are also identified on an as needed or demand basis.

In 2022–23, DPS will participate in the Public Service Commission's Disability Internship and Aboriginal Internship programs, explore partnerships with dedicated providers in relation to the employment of people from diverse backgrounds, and deliver training programs to build organisational awareness and competency relating to diversity groups across the organisation.

DISABILITY INCLUSION ACTION PLAN

The NSW Parliament’s Disability Inclusion Action Plan for 2022–2024 includes four key goals:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to mainstream services through better systems and processes.

Progress is monitored through quarterly reviews against the actions listed under each key goal outlined above. A number of actions are ongoing, with specific deliverables tracking well against established timelines, including:

- The establishment of an Accessibility and Inclusion consultative group for the Parliament, which will be involved in significant projects as they are developed
- The launch of live captioning for the broadcast of Parliamentary proceedings and committee hearings
- The launch of a dedicated inclusion and accessibility page on the Parliament’s website.

WORK HEALTH AND SAFETY

DPS is committed to the workplace health and safety (WHS) of members, employees, and visitors. WHS is managed within Human Services in consultation with all business areas to maximise the shared health and safety responsibilities in the workplace.

Policies, processes, and systems are constantly reviewed by management and staff for improved outcomes, and the Parliament has a Work Health and Safety Committee which meets quarterly.

Overall, there were 16 reported WHS incidents (including near misses and actual injuries) during the past financial year for DPS, including Electorate Offices. A collaborative response to incidents reported and lodged in the e-reporting system (SolvSafety) allowed incidents to be quickly resolved with the necessary first aid and/or workplace modifications.

Near misses	Injuries	Slips, trips and falls	Strains	Other	Lost time
2	7	4	1	1	1*

NOTE: ‘STRAINS’ INCLUDES MANUAL HANDLING INCIDENTS. ‘OTHER’ INCLUDES ALL OTHER INCIDENTS NOT CATEGORISED.
NOTE: *THIS FIGURE RELATES TO WORKERS COMPENSATION CLAIMS WHERE WORK TIME HAS BEEN LOST.

The Parliament’s Pandemic Plan, which is part of the Parliament’s Business Continuity Program, continued to be implemented during the reporting period in response to the public health orders, and subsequent lockdown, that disrupted the usual operations of business. The plan was invoked on 13 March 2020 and is continually updated to detail the NSW Parliament’s response to COVID-19.

DPS STAR AWARD RECIPIENTS

The DPS Star Awards is a department-wide rewards and recognition program designed to recognise high-achieving staff and those who embody the DPS culture and values. Nominations are taken and celebrated throughout the year and an annual ceremony recognises the winner in each category.

The **Excellence Award** was presented to Justin Burkhart from Digital Transformation for successfully managing the IPTV rollout

Shortlisted finalists: Emily Garland (Capital Works), Brittany Allen (Property Management Services), Amanda Wheatley (Media & Communications), and Steven Collins (Education & Engagement)

The **Innovation Award** was presented to Rita Bila from Communications, Engagement & Education for leading the virtual tour project, as well as arranging and delivering the House Talks series

Shortlisted finalists: Jack Kerkvliet (Media & Communications), Ramia O’Connor (Education & Engagement), and Susan Walton (Library)

The **Service Award** was presented to Lee Kwiez from Catering for his calm and can-do attitude, jumping in to help the Catering team when short on staff and even helping out while on leave

Shortlisted finalists: Malik Arunachalam and Trinh Quach (Accounts), Gavin Anderson and Matte Legath (Catering), and Megan Boonstra (Library)

The **Collaboration Award** was presented to Sunny Modi from Catering for his assistance to many branches this year, and outstanding efforts in his own position

Shortlisted finalists: Binny Simon (Catering), Meike Bowyer (IT Services), and Angus Benson, James Oake, Vanessa Schlenert and Karen Turner (Hansard)

The **Integrity Award** was presented to Colin Brown and Craig Wheeler from Human Services for their help during the Library review, showing compassion and impartially, and helping guide effective organisational change

Shortlisted finalists: Paul Brock (Human Services), Stephen Smith (IT Services), and Ashley Toms (IT Services)

The **Rising Star Award** was jointly presented to Juliet Burston from Governance, Planning & Performance, for her dedication to her role and introduction of initiatives for the benefit of all at DPS, and Stjepan Fuduric from IT Services for always striving to do his best, as well as showing excellent leadership and communication skills across his work

Shortlisted finalists: Rya De Leon (Capital Works), Ross Cameron (Property Management Services), and Navid Baradaran (IT Services)

The **Shining Star Award** was presented to Angus Benson from Hansard for his high standards of excellence in his work, including his extraordinary performance on the captioning project

Shortlisted finalists: Alex Hyovan (Digital Transformation), Jack Kerkvliet (Media & Communications), Belinda Young (Human Services)

The **Constellation (team) Award** was presented to the Hansard team for continually adapting their service model to ensure they produce high quality transcripts as soon as practicable

Shortlisted finalists: Cleaning team, the Communications, Engagement and Education branch, and Cohort Four of the Leadership Development Forum

PARLIAMENTARY SERVICE AWARD RECIPIENTS

The Parliamentary Service Awards are held annually to recognise the loyalty, long service and dedication of staff across the three parliamentary departments.

In the past financial year, 33 long-serving DPS staff members were recognised for achieving significant milestones in their careers at Parliament. Three of DPS's remarkable staff celebrated 30 years of service at the NSW Parliament: Neil Dammerel, Lynette Sorensen and Sam Truong!

30 years

Neil Dammerel – Digital Transformation
Lynette Sorensen – Library
Sam Truong – Property Management Services

25 years

Gavin Anderson – Catering
Debra Cole – Hansard
Andrew Henshaw – Digital Transformation
Christine Lamerton – Librarian
Rebeca Uribe – Accounts Services & Systems
Patricia Vega – Property Management Services

20 years

Linda Brooker – Library
Daniela Giorgi – Education & Engagement
Philip Herman – Property Management Services

15 years

Megan Boonstra – Library
Feng Chi – Property Management Services
Lourdes Gutierrez – Property Management Services
Julie Musgrave – Security & Support Services
Ramia O'Connor – Education & Engagement
Wade Wang – Property Management Services
Henry Zhuang – Security & Support Services

10 years

Michael Banfield – Catering
Rita Bila – Education & Engagement
Robert Boccanfuso – Property Management Services
Meike Bowyer – IT Services
Jeannie Douglass – Education & Engagement

Rolf Hauri – Property Management Services
Bradley Howarth – Property Management Services
Tass Miroforidis – Capital Works Strategy & Delivery
Trinh Quach – Accounts Services & Systems
Derya Sekmen – Members’ Entitlements
Stephen Smith – IT Services
Sally Violet – Hansard
Jian Walker – Property Management Services
Susan Walton – Library

Based on these results, areas of focus for DPS ahead of the 2022 survey include:

- Employee engagement
- Wellbeing
- Role clarity and support
- Inclusion and diversity (with a particular focus on the experience of women in DPS)
- Communication and change management
- Learning and development
- Senior managers
- Customer service.

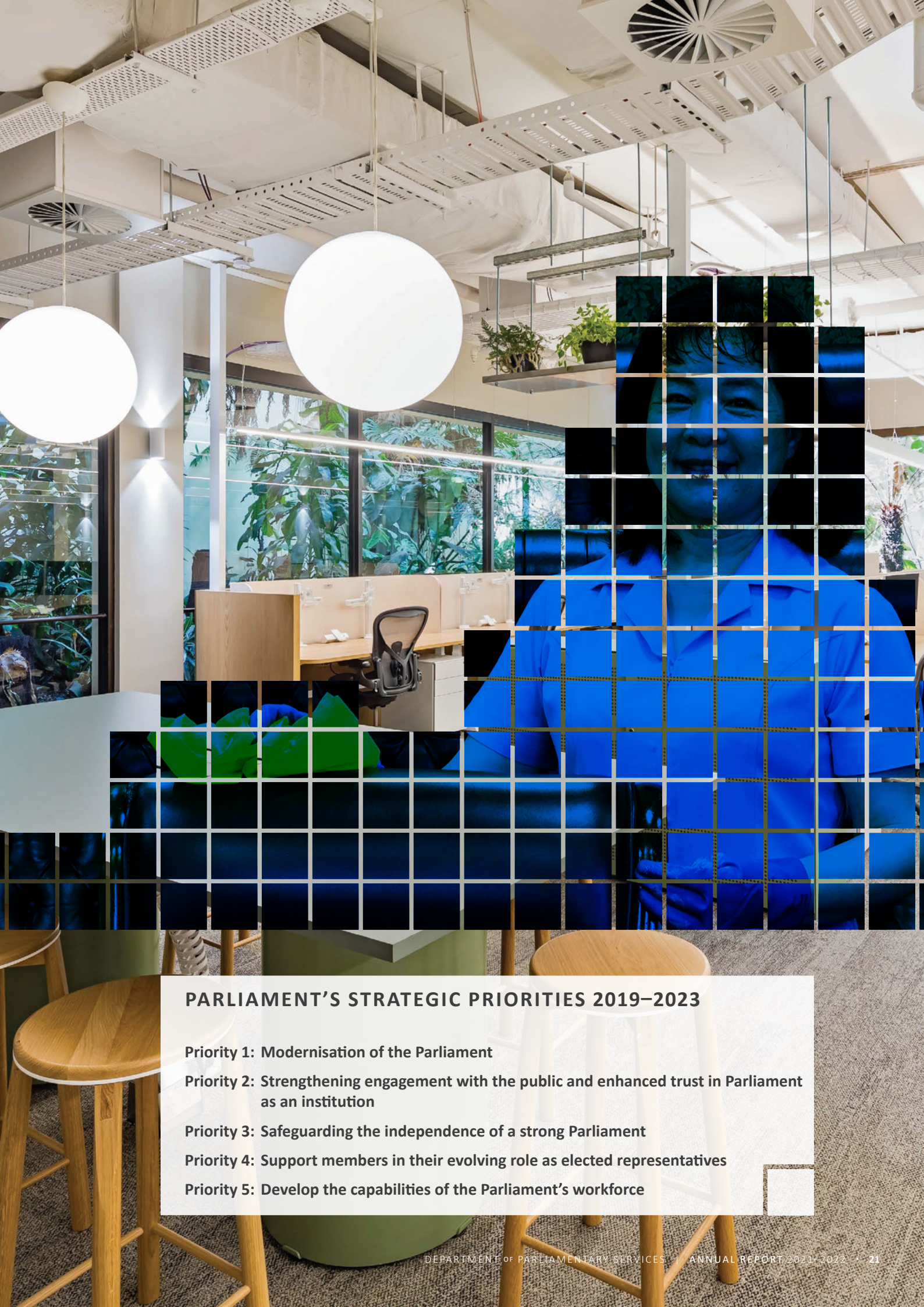
PEOPLE MATTER SURVEY SUMMARY

91 per cent of DPS staff participated in the 2021 People Matter Survey, which was down on the response rate for 2020. Despite this, we can be confident of the results, with over 215 surveys completed, demonstrating another year of comprehensive engagement from DPS.

Health and safety (84 per cent), risk and innovation (83 per cent), and flexible working (83 per cent) were the topic areas with the highest favourable scores for DPS in 2021.

Favourable scores were also received for ‘I am comfortable notifying my manager if I become aware of any risks at work’ (92 per cent), ‘I am proud to tell others I work for my organisation’ (88 per cent), and ‘I understand what is expected of me to do well in my job’ (87 per cent). We saw a significant improvement in the results for ‘There are people at work who care about me’ (89 per cent, up 8 per cent from 2020) and ‘My job gives me a feeling of personal accomplishment’ (89 per cent, up 9 per cent from 2020). We also saw a 12 per cent improvement in the responses to the question about positive team spirit in workgroups (82 per cent favourable response).

The topic areas with the lowest favourable scores were grievance handling (54 per cent) and recruitment (59 per cent), with only 53 per cent of staff indicating they had confidence in the way recruitment decisions were made in the organisation. Further, only 46 per cent of respondents felt change was managed well in DPS, and 51 per cent believed managers dealt appropriately with staff who performed poorly. There was an eight per cent decrease in responses to ‘I can keep my work stress at an acceptable level’, with only two thirds of staff responding favourably to this question.



PARLIAMENT'S STRATEGIC PRIORITIES 2019–2023

Priority 1: Modernisation of the Parliament

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

Priority 3: Safeguarding the independence of a strong Parliament

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

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

PARLIAMENT PRIORITY 1: MODERNISATION OF THE PARLIAMENT

DPS OBJECTIVES

1. The Parliament will have access to modern digital processes and technology to support its functions.
2. The Parliament will have a built environment that is capable of supporting its evolving needs.
3. DPS will deliver high quality, integrated customer services.

The following projects, initiatives and business as usual activities were completed as part of DPS' work to deliver on the Parliament's Strategic Priority 1 and DPS Objectives 1, 2 and 3:

- **Audiovisual upgrades.** State-of-the-art audiovisual equipment was installed in the Strangers' and Members' Dining Rooms, allowing for better public and member engagement with Parliament's catering venues
- **Cloud migration.** Email and other IT systems were migrated to modern cloud delivery
- **Parliament House and electorate office technology upgrades.** Networks were modernised, the latest Wi-fi technology installed, and laptop computers provided to replace desktop computers across Parliament House and electorate offices
- **Digital asset management.** A system was procured to catalogue images, including relevant information such as copyright, to enable easy search and access. The system will integrate with the Parliament's website to make images available to the public
- **Internet service improvements.** Working from home, an increase in virtual meetings, high interest in house proceedings and committee broadcasts, and virtual sittings put additional load on the Parliament's internet services. An increase to the internet bandwidth capacity, and changes to the way traffic traversed the Parliamentary network, were implemented to meet the increased demand
- **Disability Inclusion Action Plan (DIAP).** The Capital Works, Strategy and Delivery team developed and published the Parliament's first DIAP, in consultation with members, staff, and industry experts. Work continues to improve access for people with a disability, both through major projects and by making modifications to address individual needs
- **Ceiling and Building Services replacement project.** The new workspace fit outs for the library and IT Services areas on level 6 were completed, with new ergonomic workstations, meeting rooms, and specialised data rooms installed. Upgraded lift lobbies were also delivered on levels 2, 3, 4, and 6. Metal ceiling panels were replaced, timber ceiling panels refurbished, and new air conditioning units, fire sprinklers and lights installed in the Tower Block corporate building
- **Corporate Accommodation Strategy.** Work continued to address current issues for corporate accommodation in Parliament House, to meet the ongoing needs of the three parliamentary departments now and into the future. Development of a consistent standard is underway to improve floor space efficiency, achieve COVID-19 safe workspaces, improve ergonomics, and create shared spaces to promote collaboration
- **Design Strategy Parliament House and precincts.** Work commenced on the Parliament House Precincts program, to develop an architectural master plan and staged strategy to inform funding submissions for capital works for the Parliamentary precinct
- **Electorate Offices fit out guide.** The fit out guide for the electorate office property portfolio was updated, in preparation for the new Parliament in May 2023
- **Asset registers.** All maintainable assets in Parliament House were audited and incorporated into asset registers, for addition to the Computerised Maintenance Management System and the Parliament's 10-year master plan
- **Parliamentary Information Management System (PIMS).** Hansard continue to receive PIMS training, and to develop improvements to the system to make workflow and production of Hansard products more efficient, in collaboration with the Digital Transformation team
- **Audio system.** Hansard began investigations into improved audio services, to allow efficient remote working, access to multiple camera angles, and streamlined production processes
- **KOHA/Amazon AWS.** Storage of the library's digital content was transferred to Amazon AWS, to provide more storage for the growing collection of born-digital material
- **Digitisation of the Parliament's art collection.** The Collections and Heritage team digitised 40 per cent of the Parliament's art collection, creating high-definition files to enable online access to the vast collection
- **Data visualisations.** The Parliamentary Research Service has continued to develop its approach to mapping and data visualisation so that maps of electorate data are now accessible on tablet and mobile devices



- Online teacher professional development module.** A new online teacher professional development module was designed and delivered, based on the Legal Studies Stage 6 syllabus, to assist the teachers of NSW to deliver classes and engage students about the Legislature. Almost 100 teachers logged into the session, with well over half the participants from regional schools
- Social Media Style Guide.** A strategic approach for the three parliamentary departments was launched to increase social media reach and following, through tone of voice and the use of engaging content
- Project Governance.** A Smartsheet project tool was implemented, and supported by one-on-one training, to enhance consistent tracking, reporting and analysis of the Parliament's expanded project portfolio, resulting in an improvement to project governance and an uplift in Governance maturity
- Online school holiday workshops.** The Parliament's school holiday program was taken to a digital audience, building a following for future activities. Seven separate online children's events were conducted in July 2021, October 2021 and January 2022. These included storytelling sessions, Aboriginal cultural education workshops, and virtual chamber tours
- System and process improvements.** The forecasting system was enhanced to enable regular and accurate reporting by budget owners, by providing expertise and operational support. The capital reporting and functionality in SAP was also improved, as was the project management tool for management and project staff. The timely processing of invoices was improved through workflow-based authorisations
- New catering systems.** The acquisition of a new event management system, Ungerboerk, will enhance Catering's ability to forecast, plan and coordinate events, and the implementation of a new point of sale system, TASK, will allow for streamlined inventory management and reporting, and improved guest experience at checkout.



DPS HIGHLIGHT – CORPORATE ACCOMMODATION PROJECT

The Capital Works, Strategy and Delivery branch successfully piloted the design and delivery of a new approach to corporate accommodation in the level 6 IT Services area, including a new workspace fit out with ergonomic workstations, concierge area, breakout hub, meeting rooms, specialised multiple broadcast data rooms, and a multi-faith room. The multi-faith room offers a non-denominational space for people to spend time in prayer, contemplation or meditation, and is accessible to members, staff, and visitors of Parliament.



DPS HIGHLIGHT – CAPTIONING

The Hansard team were instrumental in the project led by the Digital Transformation branch to provide live captioning on Parliament broadcasting. Many Hansard staff have a background in professional captioning, which made them perfectly suited to developing and producing a NSW Parliament style guide for the captioners to use and, pairing with the vendor, to create a portal for Hansard staff to view and utilise captions once created. While captioning is a practical and useful tool, it is not a formal record of proceedings. Instead, live captions will support Hansard in completing their vital parliamentary role by providing a rudimentary transcript from which the official record of the Parliament can be built.

PARLIAMENT PRIORITY 2: STRENGTHENING ENGAGEMENT WITH THE PUBLIC AND ENHANCED TRUST IN PARLIAMENT AS AN INSTITUTION

DPS OBJECTIVES

4. The Parliament will have expanded engagement programs that increase participation across the NSW community.
5. The Parliament will have enhanced transparency and accountability through the use of contemporary governance and assurance frameworks.

The following projects, initiatives and business as usual activities were completed as part of DPS' work to deliver on the Parliament's Strategic Priority 2 and DPS Objectives 4 and 5:

- **Aboriginal engagement.** The Parliament continued to work towards reconciliation with the Aboriginal community and delivered significant events including Leaders in Conversation, a public panel discussion featuring local and state Aboriginal leaders in association with Reconciliation NSW, and 'after Sorry', a special anniversary event to commemorate the 25th anniversary of the NSW Apology to the Stolen Generations
- **Parli-Flicks Short Film Award.** The inaugural Parli-Flicks Short Film Competition, sponsored by the Australasian Study of Parliament Group (ASPG), attracted entries from secondary school students across New South Wales on the theme of "What does democracy mean to you?" The winning student, from St Ives High School, appeared in a social media campaign in June 2022 to launch the 2022 Parli-Flicks Award
- **Edmund Barton Lecture Series.** The Parliamentary Education unit launched a lecture series inspired by the political legacy of Sir Edmund Barton, Australia's first Prime Minister, who held several positions in the Parliament of NSW prior to becoming Prime Minister. The inaugural panel discussion focused on Barton's one-time role as the Attorney General, with a panel featuring NSW Attorney General Mark Speakman and two former Attorneys General
- **'Talking History' series on Facebook Live.** The NSW Parliament launched a series entitled 'Talking History: Treasures from Parliament's collection', featuring the Parliament's Collections and Heritage team in conversation about the Parliament's collection, and special artefacts and highlights from their careers. A total of 142 people tuned in to watch live online, with a further 1,000 viewers watching the recording since the live event
- **Increasing digital engagement.** The NSW Parliament's dedicated education website continued to enjoy strong growth, attracting more than 66,000 unique visitors in 2021–22, up from 20,000 in its launch year, 2020–21.

The website received more than 167,000 hits, up from 60,000 in the year of its inception. The Parliament's social media channels continued their upwards trend, growing to nearly 17,000 followers on Facebook, nearly 10,000 on LinkedIn, nearly 3,000 on Instagram (an increase of almost 40 per cent), and 264 on Twitter, with the Twitter account updated to 'NSW Parliament House' to share broader news and updates

- **Festival of Democracy.** The Communications, Engagement and Education branch delivered the second 'Festival of Democracy' open day for children and families, facilitating learning about the democratic process and delivering a series of children's craft, storytelling and learn-to-vote activities
- **Gift shop range.** The Parliament's gift shop offerings have been enhanced, with a focus on regional, rural, and indigenous producers and suppliers
- **Live captioning.** The Digital Transformation branch launched live captioning of all chamber and committee proceedings, to improve accessibility for people who are deaf or hard of hearing, and for anyone who prefers to follow proceedings via the written word
- **Virtual and hybrid committees.** The running of parliamentary committees was maintained during the COVID-19 pandemic, through virtual (everyone remote) and hybrid (mix of remote and onsite attendance) committees
- **Electronic petitions.** Citizens of NSW can now submit petitions online to both the Legislative Assembly and Legislative Council
- **Digitisation of Parliament's records.** Tens of thousands of historical parliamentary documents have been digitised to make them publicly available through the Parliament's website
- **Hansard.** Hansard completed 706 House sitting hours and produced 7,860 pages of Hansard transcripts, including 365 sitting hours and 4,361 pages for the Legislative Assembly and 341 sitting hours and 3,499 pages for the Legislative Council
- **Digitisation of Hansard records.** Hansard continued to digitise historic Hansard to allow for full functionality and use on the Parliament's website
- **Sydney Rare Book Week.** The Records and Archives Manager delivered a virtual presentation, *Plague and Petulance*, for Sydney Rare Book Week in 2021
- **Public collection display.** A suite of display cases were positioned around the entry

vestibule of Parliament House to enhance visitor experience, with displays of the Parliament's collection to be updated on a regular basis

- **Marble bust of Virginia Chadwick.** A marble bust of the first female President of the Legislative Council and first female Presiding Officer of the NSW Parliament was unveiled in the Legislative Council chamber on 11 May 2022. This was the first marble bust to be commissioned for the Parliament in more than a century, a process managed by the Collections and Heritage team
- **Promotion of research papers.** The Parliamentary Research Service promoted research papers released on the Parliament's website on Twitter and LinkedIn to facilitate engagement with the NSW public. Research papers were also added to the Analysis and Policy Observatory (APO) website, an open access evidence platform, which enables

collaboration with external researchers, policy analysts and academics

- **Digitisation of media releases and other historic materials.** The library's media releases collection has been digitised and added to Trove, a free online research portal. Born-digital media releases are also being added to Trove on a weekly basis. Other digitised collections include historic electorate maps and former member's biographical material
- **Procurement framework.** A new procurement framework and policy was implemented for NSW Parliament to ensure that public money is spent responsibly, effectively, efficiently, and with value for money as the primary consideration
- **Internal Audit Program.** A program of six risk-based internal audits was delivered on time and to budget, with a stakeholder satisfaction rating of 4.88 out of five.



DPS HIGHLIGHT – PARTNERSHIP WITH VIVID SYDNEY

A partnership to bring new audiences to NSW Parliament House was formed with Vivid Sydney. Five shows took place over two weeks, utilising the Strangers' Dining Room, attracting approximately 650 attendees. 'The Bare Pit', a panel event in association with Vivid Sydney and The Ethics Centre, featuring members of Parliament, took place in the Legislative Assembly chamber and attracted 150 in-person participants, a further 162 viewers online and up to 3,000 viewers of the recording in the weeks following the broadcast. DPS collaborated with the House departments to include public tours of the Jubilee Room and legislative chambers as part of the Vivid Sydney experience. It is hoped that this experience will lead to other potential partnerships for the NSW Parliament to deliver events featuring a diversity of voices.



DPS HIGHLIGHT – ‘AFTER SORRY’ COMMEMORATION OF THE NSW APOLOGY TO THE STOLEN GENERATIONS

DPS worked with the House departments and the Department of Aboriginal Affairs and Premier’s department to deliver a special anniversary event honouring survivors of the Stolen Generations and their supporters. The event included a formal luncheon for nearly 300 people and the opportunity for survivor representatives to share their stories on the floor of Legislative Assembly. The event marked a significant occasion for the Parliament to reflect on its past and to contribute to the ongoing healing of survivors. As part of the day, a mobile education centre – a travelling bus displaying educational materials and survivor testimony – from the Kinchela Boys Home Aboriginal Corporation (KBHAC) was parked at Parliament House, raising further awareness. The day was further supported by an exhibition, *In Living Memory*, developed by NSW State Archives, on the Parliament’s Reconciliation Wall dedicated to art by Aboriginal and Torres Strait Islander artists, featuring photographs from the former NSW Aboriginal Welfare Board. The event received widespread coverage across Indigenous media, television networks, radio and print and has been memorialised in video recordings. The day held significant meaning for the Aboriginal community and continues to generate discussion and social impact.





PARLIAMENT PRIORITY 3: SAFEGUARDING THE INDEPENDENCE OF A STRONG PARLIAMENT

DPS OBJECTIVES

6. The independence of Parliament will be strengthened through the introduction of a Parliamentary Services Act.
7. The independence of Parliament will be strengthened through the introduction of a new model of financial appropriation.
8. A formal network will be established to foster and enhance relationships with the parliamentary services functions in other parliaments.

The following projects, initiatives and business as usual activities were completed as part of DPS' work to deliver on the Parliament's Strategic Priority 3 and DPS Objectives 6, 7 and 8:

- **Financial audit.** The Parliament achieved another year of a clean, unqualified financial audit
- **Benchmarking.** DPS services were benchmarked against industry comparators analysing the effectiveness of resources to enable outcomes and identifying baseline evidence that supports a new model of financial sustainability for the Parliament
- **Capital projects governance.** Governance frameworks for the capital projects were reviewed and improvements implemented to facilitate the effective delivery of projects
- **Partnership with other Hansards.** NSW Hansard participated and presented in the Commonwealth Hansard Editors Association conference, and performed a number of mentorship activities with Hansards across the Pacific parliaments
- **Formal library network.** The library continued its close association with other Parliamentary libraries in Australia and New Zealand via the Australasian Parliamentary Libraries Association (APLA)
- **IT information sharing.** Information about technology initiatives continues to be exchanged with other jurisdictions through the Australia and New Zealand Parliamentary Information Technology (ANZPIT) forum
- **Catering information sharing.** The Catering team regularly engage with interstate Parliamentary catering partners to share information on budgeting, systems/procedures, and new initiatives to improve services and increase engagement
- **Engagement of external experts.** The Parliamentary Research Service is implementing a new model of engaging external subject-matter experts to increase the availability of independent research and advice to Parliament. In combination with existing parliamentary library and research services and committee staff expertise, this model supports Parliament to respond flexibly to the challenge of obtaining timely research and advice on highly specialised, technical or complex issues and inquiries
- **Education programs and resources.** Collateral on the Parliament's education website and education programs delivered to primary and secondary school students continued to generate awareness of the Parliament and its independence from the executive government.

DPS HIGHLIGHT – ADDITIONAL CAPITAL FUNDING SECURED FOR THE PARLIAMENT

Through developing an effective and positive relationship with NSW Treasury over many years, the Financial Services and Governance branch was able to secure an additional \$30.311 million in capital funding for Parliament for 2022–23. The capital funding will mainly be applied to address a historical backlog of critical maintenance for the historic Rum Hospital, the oldest continuously occupied building in Australia, around which the Parliament has been built; and to meet a variety of minor capital works activities for the Legislature, including essential upkeep for Parliament House more broadly and electorate offices, as well as other miscellaneous costs.

PARLIAMENT PRIORITY 4: SUPPORT MEMBERS IN THEIR EVOLVING ROLE AS ELECTED REPRESENTATIVES

DPS OBJECTIVES

- Members will have access to services, equipment and facilities to support their role anywhere, anytime.
- Members and staff will have access to a comprehensive range of professional development and well-being programs.

The following projects, initiatives and business as usual activities were completed as part of DPS' work to deliver on the Parliament's Strategic Priority 4 and DPS Objectives 9 and 10:

- **Cyber security uplift program.** IT Services secured funding to implement a three-year program to increase the cyber security maturity of the organisation. Notable deliverables included establishment of the program delivery team and governance board, implementation of a three-year external penetration testing program, deployment of next generation threat detection and response software across the Parliament's computers and server infrastructure, and establishment of two new roles to support Parliament's cyber security program and incident response
 - **Media monitoring.** A new media monitoring platform, Stream, was implemented in 2022 to provide members with 24/7 access to a greater range of print and broadcast media via their desktop or an app on their phones
 - **Virtual sittings.** When members were unable to sit in person during COVID-19 outbreaks, IT Services staff mobilised to ensure all members had the requisite equipment and understanding of virtual meetings to be able to attend proceedings virtually. All members were contacted directly to ensure they understood how to use their devices and meeting applications effectively
 - **New Legislative Assembly chamber timing system.** A new timing system was introduced in the Legislative Assembly chamber, providing members with a clearer view of debate clocks
 - **Customised research papers.** The Research Service completed 288 customised research papers for individual members and for committees
 - **Research publications.** The Parliamentary Research Service published 17 research papers on the Parliament's website, including *2020/21 NSW Redistribution: Analysis of final electoral boundaries*, *Voluntary Assisted Dying Bill 2021: A comparison with legislation in other states*, *Silicosis and the manufactured stone industry: An update*, and *Age of criminal responsibility*. The Parliamentary Research Service also provided data on the Parliament's website
- about electorate profiles and maps and labour force data such as JobSeeker recipients
- **Tower Block Roof Membrane Replacement project.** The work on the first two phases of the roof and the level 12 members' balconies was completed to protect the infrastructure below
 - **Electorate office upgrades.** Nominated sites were upgraded to ensure the offices have the required infrastructure to enable members to perform their role of serving their electorates. Site selection standards have also been set to ensure properties meet all Parliament prerequisites that deem the properties suitable, such as accessibility and access to Internet
 - **Electorate office fit outs.** Three new electorate offices were leased and fit out: Camden, Liverpool and Port Macquarie
 - **Rapid antigen tests.** 2,000 rapid antigen tests were distributed during the Omicron outbreak to all 93 electorate offices to ensure the offices were able to remain open to assist constituents
 - **Air conditioning.** Highly customised air conditioning service adjustments were used during the COVID-19 outbreak, including the application of UV lighting to the five main air conditioning units, to increase indoor air quality and reduce bacterial transmission
 - **Online claims.** 10 additional members were onboarded to the online claims system Zeno, and 100 per cent of members submitted their entitlements claims online
 - **Members' entitlements training for members.** Three members' entitlements training modules were added to the Parliament's online training platform, Kando, including: Claiming accommodation and meals, How to claim the Sydney Allowance, and Introduction to the Expense Management System (EMS)
 - **IT training for members.** A Training and Communications Officer was recruited, to focus on better onboarding for new members and more one-on-one training
 - **Members' staff computers.** New laptops replaced desktops, enabling remote working for members' staff during COVID, and for general mobility
 - **Wi-Fi upgrades.** Wi-Fi networks were completely replaced in Parliament House and electorate offices with latest Wi-Fi 6 technology
 - **Managed services partnership.** IT Services has partnered with DXC technology to provide additional resources in supporting the Parliament's network, M365, computer hardware and standard operating environments. This partnership will provide IT Services staff

more time to focus on user experience and better support members' evolving needs

- **Promoting understanding of the Parliament.** Members participated 141 times in community engagement and education programs organised by the Communications, Engagement and Education branch, up from 86 in the previous financial year. This included public talks series *House Talks* and *Parliament Unpacked* and panel discussions including *The Bare Pit* in association with The Ethics Centre and Vivid Sydney, to shed light on the work of the Legislature and share their own experiences and stories as elected members of Parliament
- **Community outreach.** The Parliament's Electorate Liaison and Outreach Coordinator supplied members of Parliament with 60

community outreach resources and 29 school outreach resources, from colouring-in competitions to posters, collateral and imagery

- **Media support.** Members of Parliament were supplied with shell media releases and suggested social media posts to enable them to share parliamentary news and updates with their local or community media and social networks
- **Engagement initiatives.** Hansard has undertaken several initiatives to increase engagement with Members and to demystify Hansard processes, such as hosting the Ask-Me desk, creating an infographic on Hansard operations aimed at Members, and presenting Hansard information to House departments.



DPS HIGHLIGHT – AUDIOVISUAL UPGRADES

A new broadcasting platform was built to replace the ageing existing infrastructure. This platform will produce higher quality and sharper broadcast images, alongside improved sound reproduction. A new audiovisual (AV) suite was also created, including four specialist rooms to manage the new platform and a new AV server room, to accommodate the state-of-the-art technology required to support the forthcoming upgrades to AV in both chambers and the three committee rooms. To support this initiative significant networking upgrades have been undertaken, with more than six kilometres of copper cable and five kilometres of specialist fibre being installed within the precinct.

DPS HIGHLIGHT – CYBERSECURITY

Receiving funding from the Department of Customer Service's Digital Restart Fund to advance the Parliament's cyber security program was a milestone. Cyber security threats are a major risk to all organisations and government agencies have seen an increase in targeted campaigns over the last 18 months. The cyber security uplift program will give IT Services more visibility and control over what is occurring in and around the Parliamentary network, and it will set the foundation to establish a comprehensive cyber security function within the IT department.

PARLIAMENT PRIORITY 5: DEVELOP THE CAPABILITIES OF THE PARLIAMENT'S WORKFORCE

DPS OBJECTIVES

11. A highly capable and engaged DPS workforce will meet the changing needs of Parliament, its members and the NSW community.
12. An adaptive DPS organisational structure will enhance the delivery of services to a modern Parliament.

The following projects, initiatives and business as usual activities were completed as part of DPS' work to deliver on the Parliament's Strategic Priority 5 and DPS Objectives 11 and 12:

- **Broderick review.** The NSW Parliament engaged former Sex Discrimination Commissioner Elizabeth Broderick AO to provide expert advice to the Parliament to ensure a workplace free from bullying, harassment and sexual misconduct, with the report due in 2022–23
- **Cultural capability.** The Parliament's Aboriginal Liaison Officer organised a series of cultural capability sessions for the executive and senior leadership teams, delivered by Aboriginal-owned organisations Mirri Mirri and Djinjama, to begin the journey of a cultural capability uplift for the NSW Parliament
- **Support for the Parliament workforce working remotely.** Lengthy lockdowns and working from home arrangements were reinstated in 2021. The Human Services team provided heightened support to the parliamentary workforce, particularly in the areas of wellbeing and work health and safety. A highlight was the '15 Minutes of Friday Fun' sessions (see DPS highlight), as a way of keeping people connected online whilst working remotely
- **Development of an adaptive workforce.** A hybrid working model was implemented, where appropriate for DPS, to promote productivity and work-life balance, with staff able to work from home on average two days per week with agreement from their manager
- **Human-Centred Workplace program.** The 'Our Human-Centred Workplace' program commenced for all DPS staff, to encourage effective communication, trust and respect, and to drive high performance across the teams in DPS
- **Business Continuity training.** All Business Continuity Officers and key personnel in the refreshed Business Continuity Framework were trained in early 2022
- **Library and Research Service Review implementation.** A new organisational structure was implemented to increase the impact of the library and research service throughout the Parliament. The library and research teams were reconfigured in response to the changing needs of the Parliament, members, and staff, with an emphasis on providing more proactive services
- **Senior Subeditor role.** The Senior Subeditor role was split in two in 2022, to provide support and development opportunities for Hansard staff
- **New IT Services roles.** IT Services established new roles as part of a review of the operating model conducted last year. Staff were encouraged to apply. As a result, 11 positions were filled by internal staff or long-term contractors, and all were at a higher grade than their previous roles
- **Catering roles.** The Catering team were given the opportunity to act in different roles, and further develop their skill sets, following the temporary appointment of the Executive Chef into the role of Operations Manager
- **Staff inductions.** Human Services conducted inductions for over 200 staff
- **Oz Harvest partnership.** The Catering team members continued to work on OzHarvest meal production, to feed homeless and vulnerable members of the state, while COVID-19 restrictions were in place. This experience engaged the team in meaningful work and enhanced their adaptive capabilities
- **Hansard training program.** Hansard continued to develop its training program, and in 2022, partnered with the Federal and Victorian Hansards on developing training material that can be used across jurisdictions
- **Procurement Policy training.** The Financial Services and Governance branch conducted seven training sessions on the Parliament's new Procurement Policy
- **Training for Capital Works.** The Capital Works, Strategy and Delivery branch provided training to team members to increase their capabilities in writing construction contracts and writing for Government
- **Digital Transformation support.** IT Services staff supported Digital Transformation projects by providing technical expertise and operational support. Digital Transformation staff and their technology partners relied heavily on the experience and knowledge of IT Services specialists to deliver their project outcomes
- **Personal computers.** New laptops replaced desktops for increasing numbers of staff, enabling remote working during COVID-19, and for general mobility



- **Process mapping in IT Services.** Mapping of IT Services business processes enabled cross-skilling within the IT Services team
- **Microsoft 365.** The introduction of the latest cloud-based Microsoft 365 suite of tools will improve productivity across the workforce.



DPS HIGHLIGHT – LIBRARY AND RESEARCH SERVICE REVIEW IMPLEMENTATION

A new organisational structure was implemented to increase the impact of the library and research service throughout the Parliament, providing members with a contemporary suite of services and resources to support them in their roles. Two Reference Librarian positions were moved to the Parliamentary Research Service to increase its capacity. The Research Service also looked to increase its subject specialisation, forming two teams: one focussed on law, Parliament, health, education, and social issues, and one focussed on environment, energy, transport, economics, and data visualisation. There were no positions lost as a result of this review, which was focused on providing services members, staff and the community need into the future.

DPS HIGHLIGHT – ‘15 MINUTES OF FRIDAY FUN’

Sessions were run weekly by the Human Services Work Health and Safety team as a way of keeping people engaged with the workplace during COVID-19 lockdowns, and to boost morale and wellbeing during a particularly difficult period for the Parliamentary community. The sessions were well attended by staff from all over the Parliament, who enjoyed meeting virtually with their colleagues for some trivia games, stretching sessions, or short ‘show and tell’ type stories about pets, travel and helping others. The feedback from these sessions was overwhelmingly positive, with many staff reporting learning about and interacting with people from across the Parliament that they might not have otherwise. Following on from this success, further wellbeing initiatives continued to be rolled out over the financial year including the Parliament becoming a member of Fitness Passport and free yoga sessions as the Parliament workforce began returning to the office.

COMMUNITY IMPACTS

DPS worked on a number of initiatives in 2021–22 that had a positive impact on the NSW community. A few of these are outlined below.



OzHarvest initiative. Over 180,000 meals have been provided to OzHarvest, Australia’s leading food rescue organisation, for vulnerable members in the community since this initiative began in April 2020, with 19,500 of those supplied in 2021-22. This work was made possible due to a collaborative effort between the Finance and Catering branches. The NSW Parliamentary kitchen remains one of the biggest contributors to homeless and vulnerable people in NSW during the COVID-19 pandemic – a significant community engagement initiative and collaborative effort from all those involved.

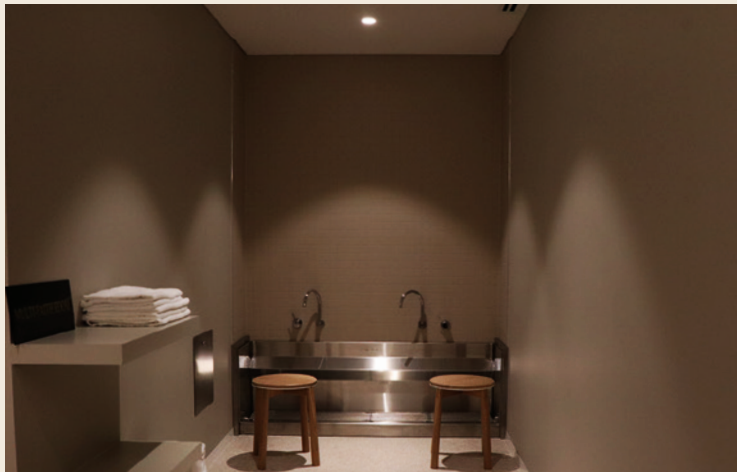
‘Visit Us at Our House’ videoconferencing program. The Parliament’s ‘virtual classroom’ program for remote and regional school students went from strength to strength, attracting nearly 6,000 students over the financial year despite periods of COVID-19 lockdown, during which the program ceased, and school holidays. The parliamentary education unit doubled the number of sessions on offer, providing thousands more schoolchildren the opportunity to learn about the Parliament, without the barriers of cost or distance.



Establishment of a History & Heritage team within the library. The purpose of this team is to support the upcoming Legislative Council Bicentenary and, by extension, the NSW community through providing information from the Archives collections regarding the history of the Legislative Council and Parliament. The team will consist of an archivist and two officers and will work closely with the Legislative Council and the Heritage and Collections team to highlight the treasures held in the Parliamentary Archives. Important documents and historical

images will be added to the image database, currently under construction, and made accessible to the people of NSW in the future.

Live captioning. The Digital Transformation branch worked with the Hansard team in launching live captioning of all chamber and committee proceedings to improve accessibility for people who are deaf or hard of hearing, and for anyone who prefers to follow proceedings via the written word. The NSW Parliament was the first state or territory legislature in Australia to introduce live captions, an important step to making the Parliament a more inclusive place.



Multi-faith room. This facility offers a non-denominational space for people to spend time in prayer, contemplation, or meditation. The multi-faith room is accessible to members, staff, and visitors of Parliament, and provides offers a secure and safe place for reflection. It features bathing/ablution facilities and seating. This is the first such room at Parliament House, in recognition of the diverse faiths of the Parliament's valued visitors, members and staff.

WHAT DOES THE FUTURE HOLD?

What's planned for DPS in the next 12 months? A preview of the exciting work ahead for the department is below.

- **Broderick review implementation.** Collaborative work will be undertaken with the parliamentary community to implement the recommendations of the Broderick report on workplace bullying, harassment, and sexual misconduct, to improve the culture and safety of parliamentary workplaces
- **State election 2022.** Processes and systems will be put in place for the smooth and efficient off boarding and on boarding of members and members' staff following the 2023 election
- **Electorate office security.** All electorate offices will be upgraded to a new security system to improve member security, and office access upgraded from key lock to swipe card entry
- **Electric vehicle charging.** Six electric vehicle fast charging stations will be installed in the Parliament House car park
- **Rum Hospital remediation work.** Critical work will be undertaken to address the structural integrity of the Rum Hospital part of Parliament House, as well as improving access to all publicly accessible spaces of the building
- **Parliament website improvements.** A redesign and rebuild of the Parliament's website will be undertaken, including a revamp and modernisation of the Hansard publication

- **Façade restoration.** The Parliament’s heritage facades will be restored to address their deteriorated structural condition
- **Chamber repairs.** Essential repairs will be undertaken in both the Legislative Assembly and Legislative Council chambers to eradicate mould and address other workplace health and safety concerns
- **Atrium remediation work.** Remediation work will be undertaken to address the compliance of the existing atriums
- **Audiovisual upgrades.** Ageing audiovisual technology will be completely replaced with new state-of-the-art equipment in both chambers of Parliament and the three committee rooms
- **Parliamentary Portal.** A ‘My Day View’ will be introduced for members of both Houses
- **Project reporting.** Project reporting will be improved through enhancements in Smartsheets and SAP systems
- **Governance.** Governance will be improved through the roll out of updated procurement and financial policies
- **Customer experience.** Customer experience will be improved and supported by a customer service charter
- **Identity and access management project.** The current Identity and Access Management solution will be replaced to better meet the evolving requirements of the Parliament
- **Asset replacement.** The replacement of aging devices will be delivered by IT Services
- **Cyber Security.** The cyber security uplift program will continue to make improvements to the Parliament’s cyber security, including a managed service that provides monitoring and the aggregation of logs, and a 24/7 environment monitoring will be piloted
- **Renovation of the Public Café and Café Quorum.** Renovations on the Parliament’s cafes will commence in late December, enabling enhanced services and greater flexibility in what the Catering team can offer to guests
- **Royal Agricultural Society collaboration.** Catering will work with the Royal Agricultural Society to source award winning wines, food, and other items from individual electorates, to enhance the Parliament’s gift shop offerings and increase the number of regional offerings
- **Learning Centre.** The Parliament’s Learning Centre will be used to increase the offering of Legal Studies and other workshops
- **School tours.** The NSW Parliament’s school tour offerings will be strengthened by providing professional development and training to chamber support staff
- **Online programs and community events.** More opportunities will be found to deliver online programs and community events to remote and regional areas of NSW, raising awareness and understanding of the NSW Parliament and the voting process in the lead-up to the 2023 election
- **Uplift in cultural capability.** The Parliament will increase trust and enhance engagement with Aboriginal community through an uplift in cultural capability across the Parliament
- **Aboriginal languages guide.** The Hansard team are developing a guide on the use of Aboriginal languages in Hansard, in consultation with the Parliament’s Aboriginal Liaison Officer and Indigenous language experts, to allow Hansard to use Aboriginal languages in the correct and respectful way
- **Increased library services.** The delivery of proactive library services to assist members and staff will be increased, including debate packs and new induction packs for the next Parliament. The new library space will also be used for events such as seminars, training, research briefings and book launches
- **Image database.** Work will be commenced on an image database, which will hold historic and current images, artwork, video, audio and documents. It will also provide access to archival items rarely seen and will greatly assist the work of the Legislative Council Bicentenary project
- **Key issues for the 58th Parliament.** The Parliamentary Research Service will prepare a document to provide data and information for members about upcoming key issues for the NSW Parliament, which will be available for the new Parliament in March 2023.

GOVERNANCE

AUDIT AND RISK COMMITTEE

The Parliament's Audit and Risk Committee (the Committee) operates in accordance with NSW Treasury Policy Paper 'Internal Audit and Risk Management Policy for the General Government Sector' (TPP20-08). 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."

In 2021–22, members of the Committee included Alex Smith (Chair until his resignation effective 30 June 2022), Carol Holley, Ian Gillespie and Christine Hawkins. Carol Holley served on the Committee until the conclusion of her term of appointment on 31 May 2022. All members are independent. Following the conclusion of the reporting period, Henry Capra was appointed to the Committee.

The Committee met six times during 2021–22 and member attendance is shown in the table below.

Audit and Risk Committee Members	Number eligible to attend	Number attended
Mr Alex Smith (Chair)	6	5
Ms Carol Holley	5	4
Mr Ian Gillespie	6	6
Ms Christine Hawkins	6	6

The Committee oversaw and monitored the following activities in 2021–22:

- Risk assessments including updates to the Parliament's Corporate Risk Register
- Endorsement of the Parliament's Strategic (three year) and Annual Internal Audit Plan
- Progress against the Internal Audit Plan
- Final internal audit reports
- Status reports on the implementation of internal audit and external audit recommendations
- Internal Audit Quality Assessment
- Draft and Final Legislature Annual Financial Statements
- Internal financial performance reports
- NSW 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
- Updates from department heads on key issues
- Reports on Work Health and Safety
- Business Continuity Management implementation
- Reports on fraud and corruption control.

The Parliament voluntarily complies with the Internal Audit and Risk Management Policy for the General Government Sector (TPP20-08). It was agreed by the Committee at its March 2021 meeting that an annual internal attestation should be made to the Committee. The attestation was completed and provided to the Committee at the June 2022 meeting.

The Committee undertakes an annual assessment of its performance. The result as reported to the March 2022 meeting was an average performance rating of 97 per cent across 27 pre-determined criteria.

INTERNAL AUDIT

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

The Chief Audit Executive manages an annual plan of risk-based audits through an outsourced audit service provider. The annual audit plan for 2021–22 was endorsed by the Committee in June 2021.

During 2021–22, the following final audit reports were presented to the Committee:

- Physical Security
- Project Assurance
- Project Management Framework (Project Management Office and Individual Project)
- Procurement and Contract Management
- WHS in the Parliamentary Precinct

- Members' Entitlements 2020–21

A Quality Assurance and Improvement Program was undertaken throughout the year and reported on quarterly to the Committee. Audit candidate feedback is a key measure, with the average satisfaction rating being 4.88 out of five in 2021–22, as reported to the June 2022 meeting.

An updated Audit Universe, Strategic (three year) internal audit program, and annual audit plan for 2022–23 was prepared in consultation with senior management and endorsed by the Committee in June 2022.

ENTERPRISE RISK MANAGEMENT

The Parliament's Enterprise Risk Management Framework incorporates all the Parliament's policies, processes, and methodologies for identifying and managing risk, and sets out how risk management is embedded in key business processes. The framework was reviewed and updated in 2019–20 and is due to be reviewed again in January 2024.

The Parliament maintains a Corporate Risk Register which is subject to quarterly review by the Parliament's Senior Management Group and the Audit and Risk Committee. The departments and DPS branches maintain operational risk registers which are reviewed on a quarterly basis. Project related risks are reviewed at least monthly.

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 Treasury Managed Fund for all lines of insurance over the past five years are shown in the table below.

	2021–22	2020–21	2019–20	2018–19	2017–18
	\$	\$	\$	\$	\$
Property	412,319	320,971	229,780	203,150	173,230
Workers' Compensation	537,801	538,455	340,804	402,790	483,882
Motor	1,028	935	540	580	750
Liability	125,145	98,735	52,990	51,090	49,740
Miscellaneous	26,269	25,455	7,060	5,230	5,930
Total	1,102,562	984,542	631,174	662,840	713,532

BUSINESS CONTINUITY MANAGEMENT

The Parliament has continued to implement and maintain its Business Continuity Management System to support operations through business interruption events. The Business Continuity Governance Group met twice in 2021–22, with representation from all three Parliamentary Departments. A key item of business was to consider and recommend updates to the Business Continuity Framework to apply lessons learned during the COVID-19 pandemic. In parallel with that refresh, tailored training was provided to key personnel including Business Continuity Officers in January and February 2022.

FRAUD AND CORRUPTION PREVENTION

The Parliament’s Fraud and Corruption Control Committee met once in 2021–22. The Fraud and Corruption Control Committee oversaw activities from the Fraud and Corruption Control Plan, including completion rates for the online training module on *Ethical Values and Fraud and Corruption Prevention*.

The 2021 Fraud Health Check Survey revealed results in the 96 to 100 per cent range across fundamental areas of importance to fraud control and corruption prevention including: awareness of the code of conduct; awareness of what to do if offered a bribe or gift; awareness of conflicts of interest; and awareness of ethical behaviour policies. Although the survey results were strongly positive overall, learnings from the survey informed fraud and corruption prevention activities during 2021–22. A session on fraud and corruption prevention was delivered as part of the new staff induction program, which was held regularly through 2021–22.

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 accessible via the intranet and ensures that staff are aware of this policy. The Human Services team deliver a session on PIDs at the induction program for new staff.

One public official made a PID to the department concerning alleged corruption,

which was received and finalised during this reporting period.

OVERSEAS TRAVEL

No overseas travel was undertaken by DPS employees in 2021–22.

CONSULTANTS

DPS, on behalf of the Parliamentary Executive Group, engaged EB&Co. to provide expert advice to the Parliament of NSW to ensure it is a workplace free from bullying, harassment, and sexual misconduct. The contract with EB&Co to undertake this review over a period of twelve months cost \$454,000.

INDUSTRIAL RELATIONS

The Public Service Association took industrial action in June 2022 in relation to public sector wage negotiations, in the form of a 24-hour strike. A small number of DPS staff participated in the industrial action, resulting in an unpaid absence from work and only minor impacts on DPS operations.

EXTERNAL COSTS INCURRED IN PRODUCTION OF ANNUAL REPORT

The production of the 2020–21 Annual Report incurred external costs of \$523.60.

The production of the 2021–22 Annual Report incurred external costs of \$585.20.

FINANCIAL COMMENTARY

The net cost of services for DPS was \$54.102 million and represents 27.9 per cent of the total net cost of services of the Parliament for the 2021–22 financial year. This reflects an unfavourable variance of \$10.86 million or 25.1 per cent against the budget of \$43.242 million.

The main components of the variance include:

- Employee related expenses were higher than budget by \$658,000, owing to salary escalation not included in the original budget
- Operating expenses were \$9.033 million higher than budget, largely due to \$3.626 million in additional operational costs in response to COVID-19 restrictions and public health guidelines, and \$5.45 million of Software as a Service (SaaS) costs being re-classified as an operational expense from Capital Projects (due to a change in accounting treatment as a result of a change in Accounting Standards).
- Sale of goods and services were \$2.42 million lower than budget, due to the impact of COVID-19 on catering sales, offset by insurance recovery of \$1.878 million.

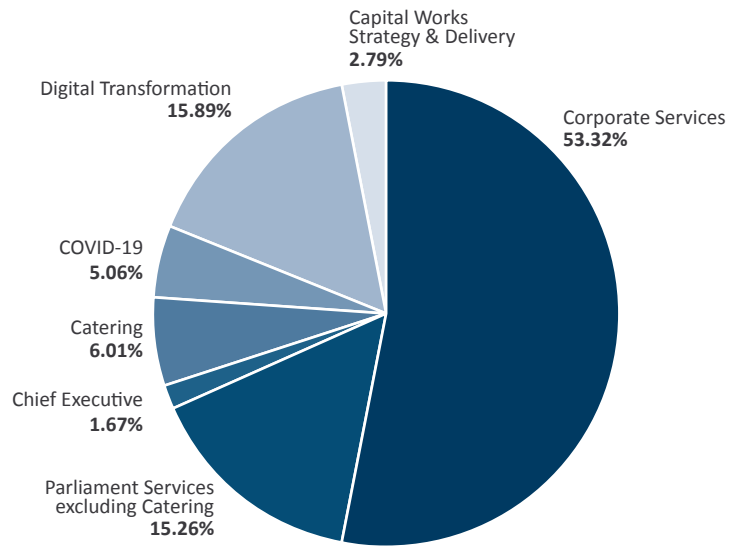
The net cost of services was \$20.12 million higher than the previous year, with the following breakdowns:

- Employee related expenses were \$3.499 million higher
- Operating expenses were \$17.218 million higher
- Depreciation and amortisation were \$1.464 million higher
- Loss on disposal increased by \$8,000
- Sales of goods and services were \$456,000 higher
- Other income was \$1.427 million higher
- Grants and contributions were \$186,000 higher.

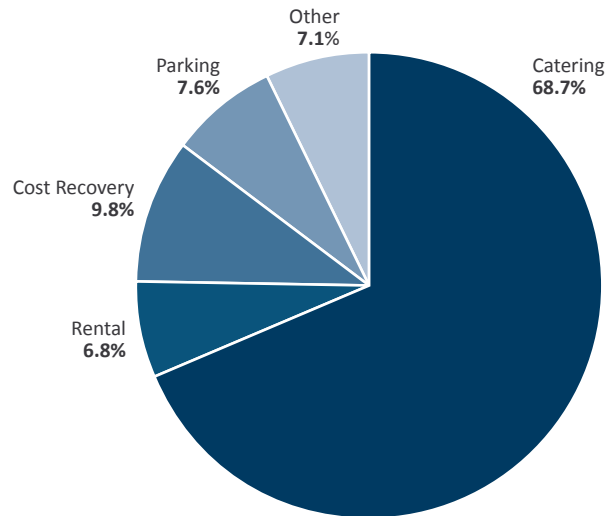
Catering activities, including the hosting of functions, generated 68.7 per cent of the department's revenue, which supports the operations of the Parliament and encourages community access. Direct employee related expenses accounted for 49.2 per cent of the total expenses of DPS.

The costs represented in this financial report are unaudited and represent the best-known cost distribution for both cash and non-cash items attributable to DPS.

DPS Total Expenses



DPS Revenue



START OF UNAUDITED FINANCIAL STATEMENTS

Department of Parliamentary Services Statement of comprehensive income for the year ended 30 June 2022

	Actual 2022 \$'000	Budget 2022 \$'000	Actual 2021 \$'000
Expenses excluding losses			
Employee related expenses	25,450	24,792	21,951
Operating expenses	28,475	19,442	11,257
Depreciation and amortisation	6,026	5,346	4,562
Total expenses excluding losses	59,951	49,580	37,770
Revenue			
Sale of goods and services	3,750	6,170	3,294
Grants and contributions	186	20	—
Other income	1,985	148	558
Total revenue	5,921	6,338	3,852
Gain/(loss) on disposal	(72)	—	(64)
Net cost of services	54,102	43,242	33,982

End of Unaudited Financial Statements

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