

Parliament of  
New South Wales

Department of  
Parliamentary Services

2022 / 2023

# ANNUAL REPORT






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We advise this report may contain images, voices, or names of deceased persons in photographs or historical content.

*Our Colours of Country - Wullula Bethel*



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# PRESIDING OFFICERS' FOREWORD

As the new Presiding Officers of the 58th Parliament, we want to acknowledge the work done not only by the Department of Parliamentary Services (DPS) but also by our predecessors from the 57th Parliament, The Hon. Jonathan O'Dea MP and The Hon. Matthew Mason-Cox MLC.

As we reflect on the year, the most significant investment and change has been the restoration of the historic chambers and the upgrade of the heritage-listed Rum Hospital building, along with substantial maintenance and upgrade projects in the tower block.

The works bring the historic landmark of NSW Parliament House and chambers into the 21st century, while preserving Australia's oldest Parliament and oldest continually occupied building.

These necessary works have had an impact but it's a credit to everyone in the Department who kept things functioning. Not a single sitting day was lost.

Since assuming our new positions in May, we have been focused on our work in response to the Broderick Review into Bullying, Sexual Harassment and Serious Misconduct. We still have much to do in this space and we are committed to playing our part in ensuring we all uphold appropriate standards of behaviour and conduct within all parliamentary workplaces.

The past year has also provided other notable events, not the least of which was the passing of Her Majesty Queen Elizabeth II in September. Her Late Majesty of course had a very special affinity with the Parliament of NSW – she was the first British Monarch to open an Australian parliament here in 1954, and she opened the 50th Parliament in 1992 when the portrait that we see hanging in the Fountain Court was unveiled.

The Parliament also hosted dozens of special events and exhibitions over the past year. Among the more notable have been our Parliament Unpacked series, the *Songline* exhibition and the Family Fun Day. Our tours, education programs and school visits also returned.

Looking forward, we'll be commemorating and reflecting on the Bicentenary of the NSW Legislative Council, marking our country's first example of deliberative government and two centuries of evolving democracy in Australia.

The Parliament of NSW is a modern, dynamic working legislature with a rich legacy of historic and democratic traditions. The 58th Parliament will not be without its challenges, but it also comes with many opportunities.

Achieving success cannot be done without the support of the Department. Again, we thank Mark and all his team for their support since our election and for their ongoing commitment to the NSW Parliament.



**The Hon. Greg Piper MP**  
Speaker of the Legislative Assembly



**The Hon. Ben Franklin MLC**  
President of the Legislative Council

# CHIEF EXECUTIVE REVIEW



## There have been so many achievements in the 2022-23 financial year for the Department of Parliamentary Services

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I could not let this year pass by without mentioning the mammoth undertaking of critical maintenance and restoration work that continues to be visible in the building. Restoration of the Rum Hospital facade, Legislative Council and Legislative Assembly chambers are among the highlights. This critical work launched during the extended parliamentary break providing us with the extended parliamentary break providing us with an opportunity only available every four years.

While we may be the oldest Parliament in Australia, it's important we remain current. It is our people who are the cornerstone of this great place, and I am forever in awe of their unwavering commitment. It's an honour and pleasure to serve alongside a team that goes from strength-to-strength in delivering exemplary service to the Parliament and, in turn, the NSW community. Dignity, courtesy, and respect are words that come to mind when I think about the interactions I have with directors, senior managers, and their teams. This to me signifies we are doing everything we can to create a safe, inclusive, and respectful workplace.

The work in response to the Broderick Review recommendations and implementation plan will only strengthen our democracy and our policies, processes and guidelines will help align us to contemporary workplace standards.

This new year heralded a new Parliament, and I would like to take this chance to reflect on the exceptional work of the 57th Parliament and their contribution to the people of NSW. I thank the former Presiding Officers, President Matthew Mason-Cox and Speaker Jonathan O'Dea for their leadership. Their vision and enthusiasm will help shape the Parliament's future.

That brings me to our new Presiding Officers, President Ben Franklin and Speaker Greg Piper. There was a huge undertaking of work to welcome the 58th Parliament this year. Many of the Department's teams were involved in onboarding new members and their staff and these efforts should not be glossed over. The 58th Parliament are in good hands with the President and Speaker, who each bring a wealth of experience. I look forward to working with them during their term.

I sincerely thank David Blunt, Clerk of the Parliaments, and Helen Minnican, Clerk of the Legislative Assembly, both of whom have always been instrumental in ensuring the three Parliamentary departments collaborate with passion. I would like to congratulate David (or should I say Mr David Blunt AM) for being recognised in the King's Birthday Honours list as a Member of the Order of Australia. A well-deserved achievement, having worked at NSW Parliament for well over 30 years, 13 of those as Clerk of the Parliaments. You will never meet anyone who has fought for democracy more than David.

The Parliament acknowledged the passing of Her Majesty Queen Elizabeth II in September 2022 and witnessed the coronation of her successor

King Charles III in May 2023. A change of monarch represents a major milestone in the life of any parliament and I commend the excellent work of all those who ensured the NSW Parliament was able to so appropriately mark the occasion.

Finally, I'd like to thank the inimitable executive team for helping steer the department through the year's challenges. Managing business as usual through the opening of a new Parliament while navigating major critical works is a mammoth task that the team managed with extreme capability, enthusiasm, and professionalism.

A special bon voyage to Lisa Thomas and Mike Price, who moved on to new adventures at the end of the financial year. The significant contributions they made to the Department will not be forgotten. A warm welcome to Danielle Schefer who successfully took over the reins of the Digital Technology branch.

## I am proud to present this annual report for 2022-23.

A handwritten signature in black ink, appearing to read 'Mark Webb', with a horizontal line extending to the right.

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

# The Department

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

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

## PARLIAMENT 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 finance, members' entitlements, strategic planning, customer performance, 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, procurement and asset management.

## PROJECTS

### Capital Works, Strategy and Delivery

Responsible for the delivery of capital and minor works projects at NSW Parliament, as well as 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.

## 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

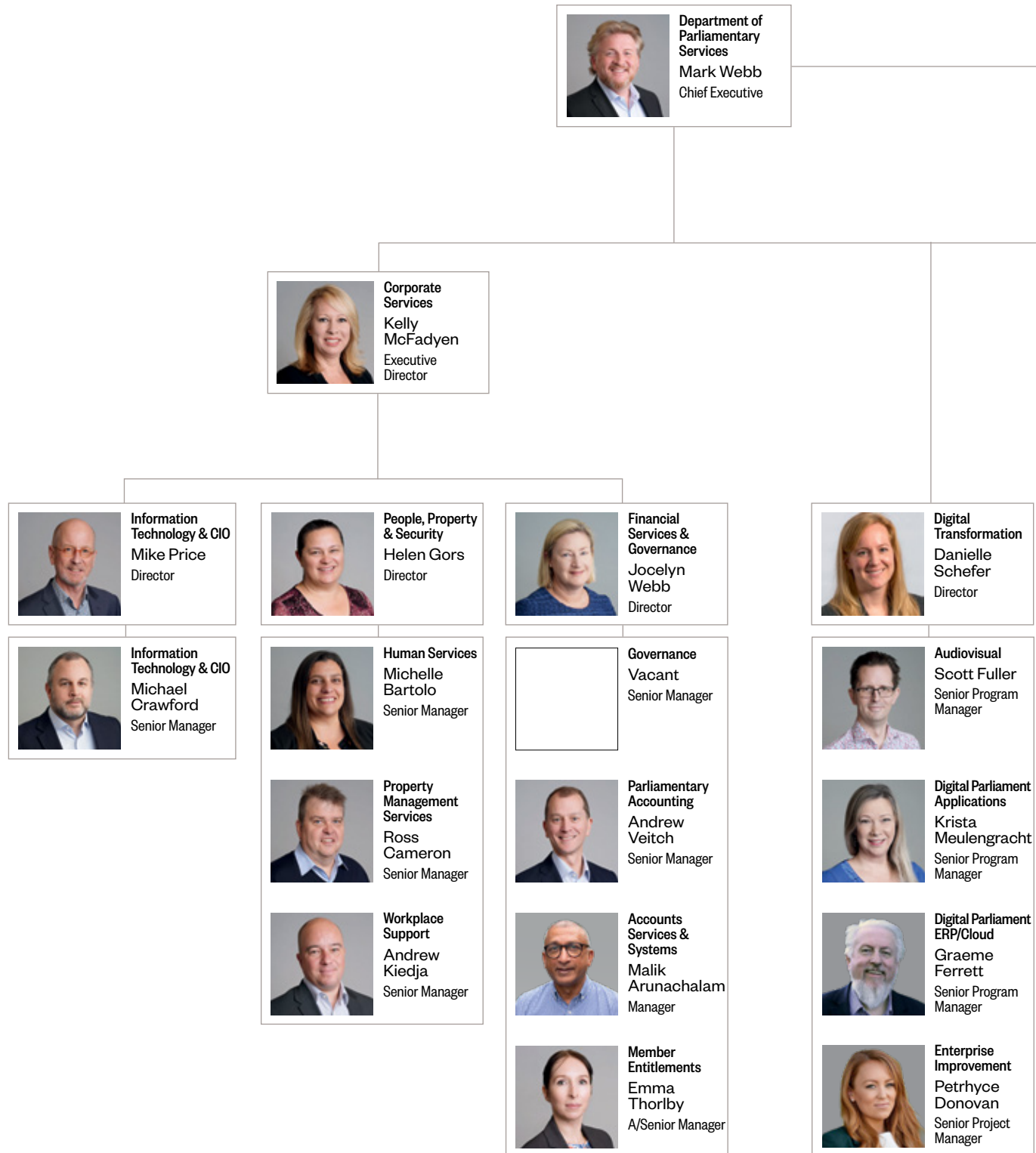
**Innovation** The act of creating or accepting new ideas, methods or processes

**Service** The act of giving assistance, support or advice.



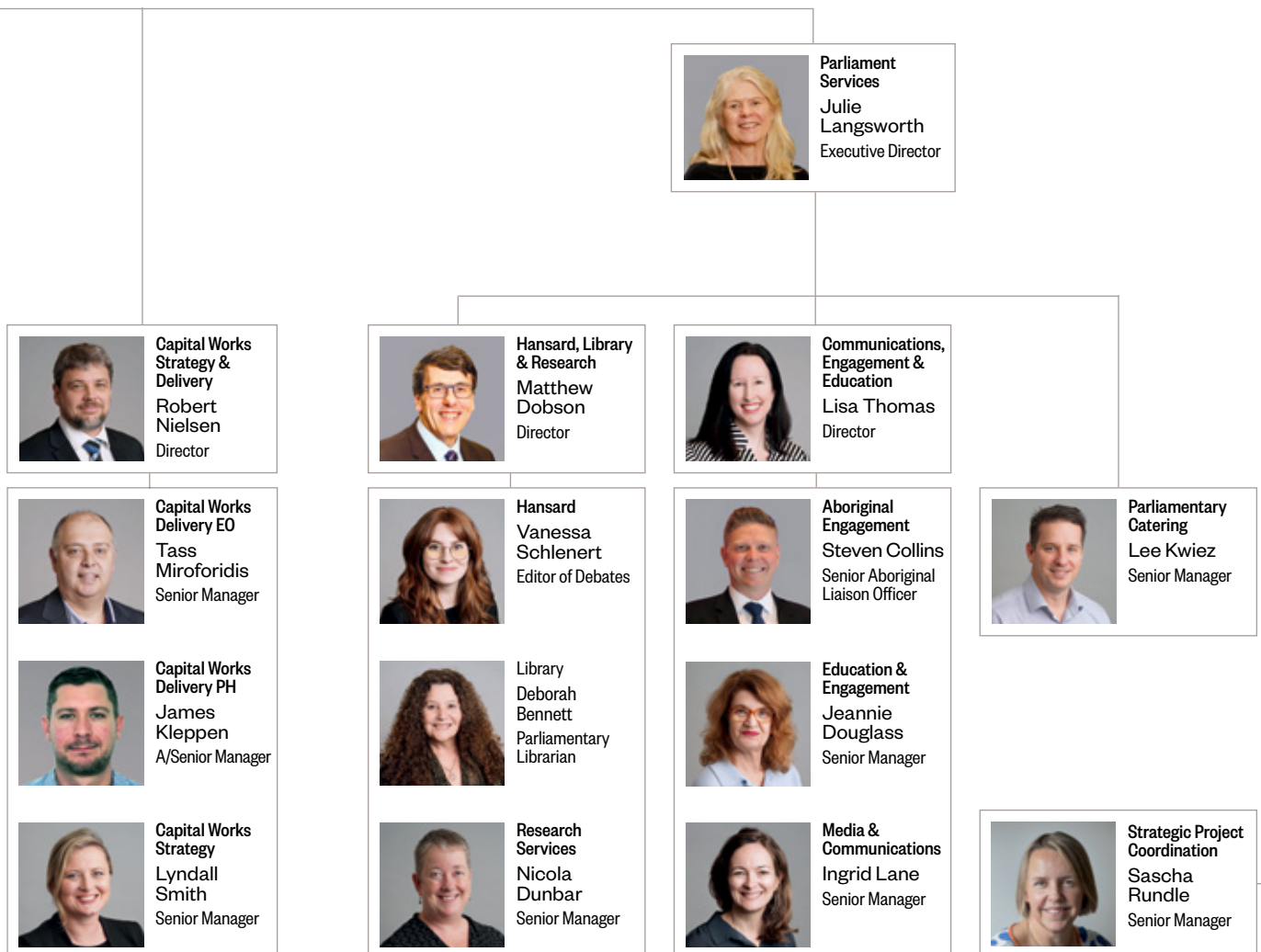
Enabling the  
Parliament,  
**SERVING NSW**

# Department of Parliamentary Services





# ORGANISATION CHART



# Executive Team



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

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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 19 years' experience in senior executive positions in the New South Wales and Commonwealth public services.



**Julie Langsworth**  
Executive Director  
Parliament Services

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Julie has worked at Parliament for more than 25 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 Catering. Julie is also the Executive Sponsor for the Parliament's Pride in Diversity group.



**Kelly McFadyen**  
Executive Director  
Corporate Services

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Kelly provides leadership and strategic direction for the Corporate Services Division. Kelly works with her team to provide professional IT, Finance, People, Property, Security and Corporate Governance services across Parliament. Kelly brings 25 years' leadership experience in corporate services, strategy, and governance in both the private and NSW public sectors. She works closely with Mark and Julie to oversee the corporate governance of the Department. Kelly is the joint Executive Sponsor of Culturally and Linguistically Diverse People.



**Robert Nielsen**  
Director  
Capital Works Strategy and Delivery

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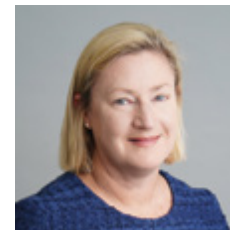
Robert leads the development and delivery of Capital Works Strategy for Parliament House and electorate offices. With 17 years' experience overseeing facilities services at the Parliament, Robert now works exclusively with the Capital Works team to advance the future planning of NSW Parliament House, 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.



**Mike Price**  
Director  
Information Services and CIO

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Mike oversees the Information Technology team, following his previous role in the Digital Transformation branch until December 2022. He leads the establishment, prioritisation and delivery of the Parliament's investment in information systems. Mike is passionate about improving the way people work through new technology, especially in eliminating paper and manual processes. Mike brings considerable expertise from his tenure in senior executive roles in the private and public sectors in the UK and Australia. He is the Mature Age Persons' Executive Sponsor.



**Jocelyn Webb**  
Director  
Financial Services and Governance

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Jocelyn joined the Department 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 26 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.



**Matthew Dobson**  
Director  
Hansard, Library and Research

Matthew provides leadership and strategic direction to the Hansard, Library and Research Branch. Matthew joined the Department in September 2016 as the senior manager of the Parliamentary Research Service. Since then, he has worked on several 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

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 the Department in 2016 and brings a wealth of human resources experience to her current role, with over 30 years 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.



**Lisa Thomas**  
Director  
Communication, Engagement and Education

Lisa leads the Communications, Engagement and Education team, 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 a number of private and public sector leadership roles, including extensive experience within the NSW State Government. Her team is passionate about increasing engagement with and understanding of the Parliament of NSW. Lisa is the Executive Sponsor of Aboriginal and Torres Strait Islanders.



**Danielle Schefer**  
Director  
Digital Transformation, Financial Services and Governance

Danielle joined the Department in 2022 to lead the Digital Transformation Branch. She brings 18 years' experience working in government and private sectors in the United States, to drive the delivery of major changes to NSW Parliament's technology landscape through the digital parliament and audiovisual services programs. Danielle has previously held senior leadership roles in IT consulting and digital government services in the United States.

# Leadership Team

**People, Property and Security**  
**Michelle Bartolo** – Senior Manager, Human Services  
**Ross Cameron** – Senior Manager, Property Management Services  
**Vacant** – Senior Manager, Security and Support Services  
**Andrew Kiejda** – Senior Manager, Workplace Support

**Financial Services and Governance**  
**Vacant** – Senior Manager, Governance  
**Emma Thorlby** – Senior Manager, Members' Entitlements  
**Andrew Veitch** – Senior Manager, Parliamentary Accounting  
**Malik Arunachalam** – Manager, Accounts Services and Systems

**IT Services**  
**Michael Crawford** – Senior Manager, Information Technology & CIO

**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  
**Ingrid Lane** – Senior Manager, Media and Communications  
**Steven Collins** – Senior Aboriginal Liaison Officer

**Parliamentary Catering**  
**Lee Kwiez** – Senior Manager, Parliamentary Catering

**Digital Transformation**  
**Scott Fuller** – Senior Program Manager  
**Krista Meulengracht** – Senior Program Manager  
**Graeme Ferrett** – Senior Program Manager  
**Petrhyce Donovan** – Senior Project Manager

**Capital Works Strategy and Delivery**  
**James Kleppen** – Senior Manager, Capital Works Delivery  
**Tass Miroforidis** – Senior Manager, Capital Works  
**Lyndall Smith** – Senior Program Manager

# 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. Executive Sponsors are directors and executive directors who champion the Department's focus groups. They provide executive level support and direction for the implementation and review of the Diversity and Inclusion Strategy and Plan.

## EXECUTIVE SPONSORS

### 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.

### 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

### 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.



- 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.

### LGBTIQA + GROUP

*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 LGBTIQA + 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.



**Helping drive better outcomes for Aboriginal and Torres Strait Islander people working at NSW Parliament**

# Safe, inclusive and respectful workplace



**The Parliament of NSW  
is committed to ensuring  
NSW Parliament House  
and our electorate offices  
are safe, inclusive, and  
respectful workplaces.**

In July 2021, the Parliamentary Executive Group (PEG), consisting of the President, the Speaker, the Clerks of both Houses and the DPS Chief Executive, commissioned the Independent Review into Bullying, Sexual Harassment and Sexual Misconduct in NSW Parliamentary Workplaces 2022 (the Review).

In 2022-23 we worked with key stakeholders, including political parties, to develop a comprehensive plan to implement the recommendations of the Review. Since then, significant work has been done to implement the recommendations, including policy and training development, and an increase in resourcing to ensure staff have the support needed in all parliamentary workplaces. Work has also continued to develop complaint-handling frameworks involving the Independent Complaints Officer as well as additional support arrangements for members and staff.

On 15 November 2022, the Presiding Officers delivered a Statement of

Acknowledgement in both Houses of Parliament. The statement was prepared by DPS in conjunction with the PEG and the Parliamentary Advisory Group on Bullying, Sexual Harassment and Serious Misconduct (PAG). It included an apology to those who have experienced bullying, sexual harassment or sexual misconduct in any Parliament of NSW workplace.

In June 2023, the newly appointed Presiding Officers reviewed the implementation plan and confirmed they would prioritise the work to address the recommendations made in the Review to create long-term cultural change. This important work will continue throughout 2023-24.

We would like to take this opportunity to again acknowledge and apologise for all incidents of bullying, sexual harassment, and sexual misconduct at NSW Parliament House and electorate offices.

We acknowledge the pain, trauma, mental stress, and anguish caused by such behaviour. We understand the enduring impact of these experiences and are working to ensure the lessons we have learnt from survivors and their colleagues will lead to lasting and positive change.





# Our People

## WAGE AND SALARY MOVEMENTS

In line with agreed salary increases in the NSW public sector, an increase of 2.53 per cent from the first full pay period after 1 July 2022 was applied to salaries for staff covered by the:

- NSW Public Sector Crown Employees (Public Sector – Salaries 2021) Award
- Parliamentary Reporting Staff (Salaries) Award
- Parliamentary Senior Officers Salary – Determination of the Presiding Officers
- Members' Staff Conditions of Employment – Determination of the Presiding Officers

The Statutory and Other Offices Remuneration Tribunal (SOORT) Determination – Public Service Senior Executives of 21 July 2022 provided a two per cent increase to the Total Remuneration Package for Senior Executives with effect from 1 July 2022.

The Statutory and Other Offices Remuneration Tribunal (SOORT) Determination - Public Office Holders Group, of 21 July 2022, provided a 1.53 per cent increase to salaries (an overall two per cent increase when incorporating the Superannuation Guarantee Contribution increase).

Remuneration level of substantive position 2023	Total staff (men, women, unspecified)			Respondents			Men			Women			Unspecified gender		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
\$0 – \$45,800	0	0	3	0	0	3	0	0	0	0	0	3	0	0	0
\$45,800 – \$58,440	11	10	13	11	10	13	8	7	9	3	3	4	0	0	0
\$58,440 – \$68,929	21	18	21	21	18	21	3	2	4	18	16	17	0	0	0
\$68,929 – \$83,935	30	37	37	30	37	37	13	13	17	17	24	20	0	0	0
\$83,935 – \$108,373	59	52	76	59	52	76	24	22	25	35	30	51	0	0	0
\$108,373 – \$135,045	70	85	127	70	85	127	33	42	60	37	43	67	0	0	0
\$135,045 > (Non SES)	33	46	51	33	46	51	14	14	21	19 <sup>#</sup>	32 <sup>*</sup>	30	0	0	0
\$135,045 > (SES)	4	5	6	4	5	6	2	2	2	2	3	4	0	0	0
<b>Total</b>	<b>228</b>	<b>253</b>	<b>334</b>	<b>228</b>	<b>253</b>	<b>334</b>	<b>97</b>	<b>102</b>	<b>138</b>	<b>131</b>	<b>151</b>	<b>196</b>	<b>0</b>	<b>0</b>	<b>0</b>

#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		
	2021	2022	2023	2021	2022	2023	2021	2022	2023	2021	2022	2023
\$0 – \$45,800	0	0	1	0	0	0	0	0	0	0	0	2
\$45,800 – \$58,440	0	0	0	4	4	6	1	1	1	0	0	0
\$58,440 – \$68,929	0	0	0	11	11	12	0	0	0	0	0	0
\$68,929 – \$83,935	1	1	1	14	16	13	0	1	1	1	1	2
\$83,935 – \$108,373	0	0	0	16	15	23	0	0	1	0	0	0
\$108,373 – \$135,045	1	1	2	16	21	32	1	0	0	0	0	0
\$135,045 > (Non SES)	0	0	0	4	5	7	0	0	0	0	0	0
\$135,045 > (SES)	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>65</b>	<b>72</b>	<b>93</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>

Our workforce diversity  
is celebrated each  
year and we continue  
to promote an

**INCLUSIVE  
WORKPLACE**



## WORKFORCE DIVERSITY

The Department is committed to acknowledging and celebrating the diversity of the parliamentary community and continues to support and promote an inclusive workplace.

*Several events and acknowledgements were held throughout the year by Executive Sponsors, working groups and employee networks, including:*

### NAIDOC Week in July

Morning tea with a presentation by Peter Cooley, IndigiGrow Chief Executive Officer. The Aboriginal-owned business sustains people, land and culture through the propagation of native plants, including bush foods (also responsible for a native edible garden recently installed on the Parliament's rooftop).

### RUOK? Day

Check-in email and resources from Beyond Blue in September.

### Mental Health Month and World Mental Health Day

Resources shared with staff and afternoon tea with guest speaker Crosbie Lorimer, a community speaker from Beyond Blue,

speaking about his journey of hope, recovery and resilience in living with depression and anxiety in October.

### International Day for Persons with Disabilities

Morning tea in December where a guest speaker with lived experience of disability shared their story.

### International Women's Day

Morning tea in March.

### Sydney World Pride

Online information and trivia event in March.

### Harmony Week

Lunch arranged in March with staff bringing in dishes from their culture/heritage and being reminded of the 'Elevate and Advocate' sponsorship program supporting culturally and linguistically diverse employees.

### 'Let's Talk Disability' training workshops

Let's Talk Disability held two three-hour training sessions in April, which was led by a team of vibrant and engaging presenters, all with lived experience of disability.

### Age Matters morning tea

Presentation by Chief Executive from Council of the Aged in April.

### International Day Against Homophobia, Biphobia, and Transphobia

Acknowledgement email sent out.

### National Reconciliation Week and National Sorry Day

Acknowledgement emails sent out.

## EMPLOYMENT specific program participation in the year included:

Participation in the NSW Public Service Commission's Stepping Into program, hosting two disability internships in conjunction with Australian Network on Disability.

Participation in the NSW Public Service Commission's Aboriginal internship program, hosting one Aboriginal internship in conjunction with Career Trackers.



**Wear it Purple** Morning tea in August and launch of Parliament's Pride Employee Assistance Program partnership with ACON.

# Our People

## DISABILITY INCLUSION Action Plan

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

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

In the 2022-2023 period two major events were held to reinforce and educate those working within the parliamentary precinct:

### International Day of People with Disability

Our keynote speaker, Jaci Armstrong, spoke about being a disability advocate and working as the Director and Chairperson of Riding for the Disabled and Non-Executive Director of People with Disability Australia. There were approximately 65 people who attended the December in-person event and over 140 people who joined virtually.

### Let's Talk Disability

Let's Talk Disability held two three-hour training sessions in April. Approximately 30 people across the three departments attended each training session, which was led by a team of vibrant and engaging presenters, all with lived experience of disability.

Additional accessibility works in the precinct and across electorate offices were undertaken, including:

- Doors to the Legislative Assembly chamber automated, and the chamber Table was modified for disabled access
- All new kitchenettes at Parliament are accessible
- All new workstations at Parliament and electorate offices are height adjustable
- Every refurbished or new electorate office has an accessible reception and accessible bathroom.

## WORK HEALTH AND SAFETY

The Department is committed to the workplace health and safety (WHS) of members, employees, and visitors. WHS is managed within Human Services by the Well-being and Safety Team 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. Michelle Bartolo, Senior Manager Human Services and staff representatives, Susan Chant (WHS Committee Chair) and Joshua Pedavoli represent the Department.

The Parliament (including the Department) has undertaken significant work over the past 12 months in relation to identifying and reducing the hazards associated with psychosocial work health and safety risks. This is part of the implementation of the recommendations

made in the Independent Review of Bullying, Sexual Harassment and Sexual Misconduct in NSW Parliamentary Workplaces, which was released in August 2022.

A comprehensive implementation plan is now underway across the Parliament to action the report's recommendations.

Near misses #	Injuries #	Slips, trips and falls	Strains	Lacerations	Other	Fractures	Lost time
16	17	11	4	1	1	2	2*

Overall, there were 40 reported WHS incidents, including near misses and actual injuries, during the past fiscal year for the Department, including electorate offices. Please note that the figures in the table also include 14 incidents, 12 near misses and two minor injuries, reported by principal contractors and contractors working on the critical maintenance project. The incidents were reported for the information of the Parliament, with corrective actions implemented by the involved principal contractors or contractor in accordance with their site work health and safety

management plan. While the principal contractors manage the sites during the ongoing construction, the Department has engaged a full-time site safety officer within the Capital Works team that oversees the safety of contractors during construction.

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.

Note: # This figure includes incidents reported by the principal contractors completing critical maintenance works at Parliament House.

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.

## STAR AWARD RECIPIENTS

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

### **Excellence Champion**

**MICHELLE LATSOMBATH**

Financial Services and Governance

For always being available to help and assist with any accounts issues, even outside her primary role.

*Short-listed finalists:* Tom Gotsis (Hansard Library Research) and Tass Miroforidis (Capital Works Strategy & Delivery).

### **Innovation Champion**

**AMANDA HOVEY**

Library

For introducing and implementing the LibGuides platform for Library resources and services.

*Short-listed finalists:* Jenny Lozev (IT Services), Kate Bogatova (Digital Transformation) and Alan De Souza-Daw (Catering).

### **Service Champion**

**JULIAN RIFKIN**

Hansard

For his work in introducing the new audio-visual recording service in Hansard while focusing on the individual needs of each team member.

*Short-listed finalists:* Trinh Quach (Finance & Governance), Mai Le (Catering) and Tass Miroforidis (Capital Works Strategy & Delivery).

### **Joint Collaboration Champions**

**ANITA KNUDSEN, LENNY ROTH**

**+ NICOLA DUNBAR**

Research Team

For creating a new model to engage external experts for the Parliament.

*Short-listed finalists:* Adriano Da Silva Gaspar (IT Services), Elisabeth Demery (Human Services), Binny Simon (Catering), Amanda Wheatley (Communications) and Belinda Young (Employee Relationships).

### **Integrity Champion**

**STEPHEN SMITH**

IT Services

For always conducting himself with the highest of standards while remaining light-hearted - a perfect balance we can all learn from.

*Short-listed finalists:* Louise Weatherman (Human Resources) Martin Bryce (Capital Works, Strategy & Delivery), Ralph Ewen (Security & Support Services) and Alex Hyvonen (Digital Transformation).

### **Rising Star Champion**

**ELLA WILLIAMS**

Communications

For quickly cementing herself as a huge asset to the team and embodying everything that the Department's values are about.

*Short-listed finalists:* Wen Sheng Wang (IT Services), Leanne Li (Communications) and Jimmy Tjonadi (IT Services).

### **Shining Star Champion**

**ELISABETH DEMERY**

Human Services

For being a consistent fount of all knowledge and being patient, understanding and motivated. She always displays the Department's values.

*Short-listed finalists:* Song Charoenkitti (Security Services), Kim Pham (Catering), Janine De Guzman-Policarpio (IT Services) and Kristan Withers (Human Services).

### **Constellation Champion Team**

**CAPITAL WORKS**

For delivering so many aspects of the heritage building works prior to the new Parliament.

*Short-listed finalists:* Audio-Visual branch and the Payroll team (Humans Services).

### **Joint Collaboration Champions**





# Our People

## 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, 16 long-serving Department staff members were recognised for achieving significant milestones in their careers. Karen Turner, Julie Kirchner and Melinda McIntyre all celebrated 30 years of service at the NSW Parliament.

### 30 years

**Karen Turner**  
Deputy editor of Debates

**Julie Kirchner**  
Hansard

**Melinda McIntyre**  
Office of Chief Executive

### 25 years

**Gregory Chu**  
Property Management Services

### 20 years

**Charlotte Page**  
Catering

**Norma Pinheiro**  
Property Management Services

**Mai Le**  
Catering

**Victoria  
Vaughan-Smith**  
Library

**Jackie Rowland**  
Hansard

### 15 years

**James Duffy**  
Property Management Services

**Susan Chant**  
Hansard

**Jo Danastas**  
Library

### 10 years

**Jiande (Henry) Wang**  
Financial Services

**Carina Raglione**  
Hansard

**Shannon  
Murphy-Townsend**  
Records and Archives

**Karen Russell**  
Hansard

## PEOPLE MATTER EMPLOYEE SURVEY

In 2022, 253 people working in the Department participated in the People Matter Employee Survey. Demonstrating the high and ongoing engagement of staff with the survey, this response rate of 91 per cent was the same in 2021.

Topics where scores improved from 2021 related to recognition (from 73 to 76 per cent) and learning and development (from 62 to 64 per cent).

The topic areas with the lowest favourable scores were burnout (only 42 per cent said they did not feel burnt out, under half of the respondents) feedback and performance management, pay, and recruitment (all with an unfavourable score of 62 per cent). Only 41 per cent of respondents felt change was managed well at the Department; 56 per cent

believed managers dealt appropriately with staff who performed poorly, and 56 per cent also considered that their performance was assessed against clear criteria. There was a 14 per cent decrease in responses to 'I am paid fairly for the work I do', with only 62 per cent of staff responding favourably to this question.

Of particular interest in 2022, given the findings of the Independent Review into Bullying, Sexual Harassment and Sexual Misconduct in NSW Parliamentary Workplaces 2022 (the Review) were

answers to questions about harmful workplace behaviours. In 2022, 10 per cent of respondents reported that they were aware of misconduct in the organisation (such as bullying, discrimination or harassment). While this was greater than the five per cent who were aware of misconduct in 2021, it was less than the 15 per cent of respondents in the NSW public sector who were aware of misconduct. This increase may also be associated with a greater willingness to report harmful workplace behaviours following the release of the Review.

# 91%

*'I support my organisation's values'*

# 90%

*'I understand what is expected of me to do well in my job'*

# 90%

*'I am comfortable notifying my manager if I become aware of any risks at work'*

### TOPIC AREAS

2022 highest favourable scores

**83%** Risk + Innovation

**82%** Flexible Working

**80%** Ethics + Values

**80%** Job Satisfaction

# DPS at a glance



**1200** litres  
**OF PAINT**  
applied to the  
NSW Parliament  
House façade



**5,492,489**  
kWh of electricity  
was consumed



**130**  
Parliament House  
Member's offices  
relocated post-election



**900**  
newly catalogued  
antique and  
artefact items



**10,500**  
lineal metres of coaxial  
cable installed in the  
ceilings for the mobile  
phone antenna upgrade

**54,730**  
coffees sold  
that equates to  
1630 kilograms  
of coffee beans

**1287** library requests

**90** committee hearings were transcribed

**232** requests for customised research were responded to

**86,293** documents added to Content Manager

**556** sitting hours were transcribed

**11,075** pages of transcript for Hansard were produced

**18** research papers and data briefs were published





**230,000+**

important parliamentary records were digitally accessible for the first time



**15,000**

member expense claims were assessed and processed



**23,319**

shared mailbox emails were actioned



**\$3.5 million**

was received in payments against House committee accounts



**16**

media releases were distributed



**460+**

social media posts were created across Facebook, Instagram, LinkedIn and Twitter



**25,141**

incoming and outgoing phone calls to the Service Desk



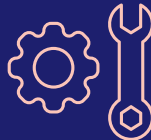
**2254**

cyber security events detected



**339**

items catalogued and added to the Parlamento database



**497**

repair and maintenance jobs for electorate offices



**1300**

scones baked and served



**15**

free talks and events held for the public



**32**

internal and external newsletters published



**216**

staff participated in SAP purchase order training



**1284**

SAP finance-related requests were attended to for assistance



**9208**

IT service requests fulfilled

# Parliament's Strategic Priorities

2019-2023

- 1 Modernisation of the Parliament
- 2 Strengthening engagement with the public and enhanced trust in Parliament as an institution
- 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

## 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 the Department's work to deliver on Strategic Priority 1 and the Department's objectives 1, 2 and 3:*

#### Installation of Merv-8 filters

These air handling unit filters are effective at controlling larger particles like hair spray and dust and are efficient at trapping most indoor particulates that could debilitate people with asthma and allergies.

#### Atrium project

The atrium upgrade has replaced 40-year-old glazing to the southern and northern atriums to meet modern safety standards.

#### Parlimento database updated

339 artworks and artefact items were catalogued and added to new data on the Parlimento database.



Atrium project

### Mobile phone upgrade

The original internal antenna system, installed 20 years ago, was designed for 2G mobile technology with a 4G feed. The system no longer met the needs of mobile users. The project enhanced Parliament's coverage, with 134 additional antennas and improved user experience overall, with 5G now available precinct-wide.

### Electorate office fit out

Through its electorate office prioritised program, the Parliament ensures each electorate office undergoes a comprehensive asset review. This looks at ageing infrastructure, reflecting the changing needs and increasing diversity of members and their staff, accessibility needs to ensure compliance with National Construction Code, *Disability Discrimination Act 1992* and the NSW Disability Inclusion Plan. It also addresses assets which do not reflect modern workspaces while maintaining the open, inviting, safe and professional image of members.

### Bills Assist Guides

This online tool provides a one-page compilation of background material on upcoming bills, including general information, relevant documents that were referred to in the second reading speech, legislation, media, and relevant comparative legislation and information from other Australian jurisdictions.

### Audio recording

There has been a complete replacement of Hansard's audio recording software to enable Hansard to operate in a flexible way. This required significant research, training, and troubleshooting from the whole team. The new system has allowed Hansard to optimise its processes in several significant ways that had never been possible prior. This included providing the ability to transcribe remotely, facilitate the live transcription of away committees and digitise paper notes processes.

### Improved capital reporting

By introducing a new module in System Analysis Program Development (SAP) to accommodate project reporting which outlines budgets, actual spending and committed spend.

### Updated library intranet

Using Libguides and Power BI to update and make resources easy to find and search. The digital and collection library team has been working behind the scenes creating the new intranet for the library. It is now an easy to access and navigate space of all library resources. It includes electorate snapshots, people of Parliament and Census data. As well as work in the digital space, they also manage and maintain a huge print collection, including historic, rare and valuable material. They will be working on a discovery layer to search all of the library resources, both hard copy and electronic, in one search.

### Research expansion

The research service has continued to expand its use of online data visualisations to provide information to members of parliament and the public about electorate characteristics. The visualisations have been designed to be accessible and easy to interpret.

### Visual identity

Delivering a visual identity to be used for whole of parliament initiatives, to be incorporated into internal and external communication, including presentations, document templates and signage.

### Virtual tour

The Parliament of NSW opened its virtual doors to people for whom distance and time may be a barrier to visiting in person. The tour allows the people of NSW to explore the Legislative Assembly and Legislative Council; travel through the Premiers' Corridor; discover the Reconciliation Wall; and learn about the history, features, and artifacts of the Parliament, from the comfort of their own home.

### Broadcast system update

A new broadcast system, with significant improvements in reliability, broadcast quality and audiovisual functionality, supporting both chambers, along with Macquarie, Preston Stanley, and Jubilee meeting rooms.

### It's in the cloud

Roll-out of Teams and SharePoint throughout Parliament.

### Project portfolio system

Developed a project, program and branch live reports and dashboards, standardised all project artifacts and transitioned the project portfolio system (Smartsheet) to business as usual.

### Network equipment replaced

New routers and switches were deployed to all electorate offices. This new equipment provides better management and can support higher capacity services, if required in future.

### Cloud backup solution

A backup solution was implemented to provide more versatility for data being stored in Microsoft 365. The service provides more options for data recovery than the standard backup solution.



### Cyber security

Delivered year two of a three-year cyber security uplift program. Major accomplishments include the establishment of a managed security operations centre and security incident and event monitoring service, a new network architecture plan. A new email gateway service now provides better email filtering, quarantine, phishing management and reporting and there are two new positions created – cyber security specialist and cyber security analyst – to address the increased volume of cyber security threat detections. A security gap assessment and penetration testing activities have been established as ongoing annual events.

## 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 the Department's work to deliver on Strategic Priority 2 and the Department's objectives 4 and 5:*

#### Marketing and sales drive

A drive to engage the public to dine or hold an event at Parliament saw 999 functions coordinated throughout the year, with 51,707 attendees, 6,152 customers in the restaurant, 2157 high tea enjoyers along with 62,785 people on the catering website. The high tea offering being the most popular page, with over 50,300 views.

#### A memento

Gift shop sales increased to \$53,915, with a range of products supporting regional communities and NSW businesses among the offering.

#### Civics program growth

16,390 students, teachers and members of the public participated in programs

and events coordinated by education and engagement. This represents a 38 per cent increase compared to the 2021-2022 financial year.

#### Public and school tours

After a disruption to the regular school and public tours program due to the critical maintenance works, tours relaunched in May. However, since January, the communications education and engagement branch had been developing and implementing a comprehensive media and communications strategy. This piece of work includes social media, school outreach and the development of print and digital assets to promote tour offerings.

#### Improving engagement with teachers

The education and engagement unit were successful in its application to have its program for legal studies teachers, Legal Studies and the Legislature for

# 16,399

students, teachers and members of the public participated in programs and events coordinated by education and engagement.



Teachers, accredited by the NSW Education Standards Authority. Participants who complete the programs run by the Parliament can put them towards requirements needed to maintain their professional accreditation in NSW. This is in addition to the team's annual focus on delivering workshops for teachers, where participants discuss key civics education concepts and related teaching strategies, and explore teaching resources put together by our educators.

**Accessing our history**

The library has been working on the implementation of Parlimento – a digital asset management system and image database. When released, it will provide access to historic photos and information about parliament.

**Sharing and collaborating**

Research papers were released online and on social media to facilitate engagement with the public. They were

also added to the Analysis and Policy Observatory website, an open access evidence platform, which enables collaboration with external researchers, policy analysts and academics.

**Digitising history**

Hansard continues to provide an essential service to the NSW public by producing an accurate and transparent record of Parliamentary debates and committees. They continue to digitise historic Hansard to allow for full functionality and use on the Parliament website. Social media posts about Hansard's accessibility have driven extra engagement.

**Video conferencing tools**

Teams, Zoom and WebEx are helping improve public access.

**Dining at New South Wales Parliament book**

Released in 2022, this project was borne out of COVID lockdown when the catering team's responsibilities shifted. The hard cover book takes the reader on a journey from the era when cows were in The Domain Parklands providing milk for the Parliament, to the mid-19th century 'refreshment rooms', through to today's modern fine dining



Restoration work

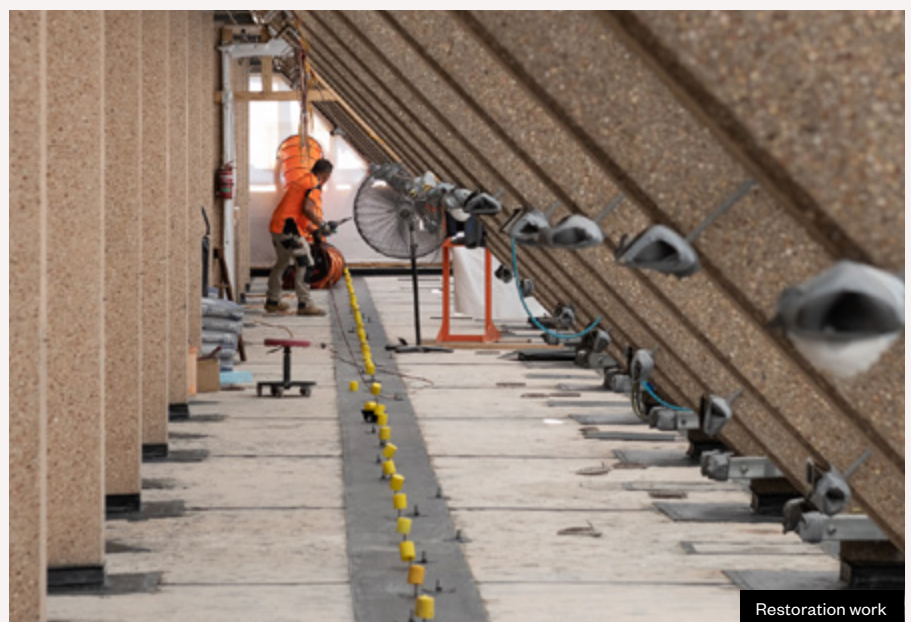
service. It also includes historical references to art and distinguished guests such as Evonne Goolagong Cawley playing tennis on what is now the Speaker's Garden.

**Restoring the building**

NSW Parliament House is an important public asset, and the urgent repair and restoration with critical maintenance works program 2022-2024 is underway. The project is addressing a backlog of degradation and maintenance work as well as removing mould; fixing safety issues; supporting the implementation of new technology and addressing issues with overall WHS. Construction enhancements enable Parliament's strategic priorities including modernisation of the parliament, strengthening engagement with the



Public and school tours



Restoration work



Restoring the building

public and enhanced trust in parliament as an institution and supporting members in their evolving role as elected representatives.

**Aboriginal engagement**

Parliament continued work towards reconciliation with the Aboriginal community, delivering significant events including Leaders in Conversation, a public panel discussion featuring local and state Aboriginal suffrage in NSW.

**Rum Hospital to Parliament book**

The communication, engagement and education team coordinated writing, editing, and publishing the history book, *Rum Hospital to Parliament*, with editorial input from across Parliament. It tells the story of NSW Parliament House and its evolution from Sydney’s first general hospital to a modern parliamentary precinct that has seen 200 years of political life.

**Digital engagement increased**

The dedicated education website continued to enjoy strong growth, attracting more than 83,000 unique users, up 23,000 from the previous year. The website received more than 155,000 views. The Parliament’s social media channels continued their upward trend, growing to nearly 17,600 followers on Facebook, nearly 12,000 on LinkedIn, 4500 in Instagram (a 50 per cent increase), and 639 on twitter (more than 120 per cent increase since last year). Over 460 posts were produced, showcasing our work, events, programs, people and history.



**Digitising historical documents**

Tens of thousands of historical parliamentary documents (bills and tabled papers) are now available to the public through the Parliament’s website.

**Audit framework and charter**

The Internal Audit Framework and Charter were updated in May to voluntarily comply with Treasury’s Policy Paper – Internal Audit and Risk Management Policy for the General Government Sector. This framework sets out the governance arrangements for Parliament’s internal audit function, and the guiding principles, methodology and audit practices that will follow.

**Enterprise risk management**

Parliament’s Enterprise Risk Management Framework was reviewed and updated in December to incorporate

**83,000**  
**unique visitors to**  
**the Education website**  
**up 23,000 from the**  
**previous year.**

all the policies, processes, and methodologies for identifying and managing risk. It sets out how risk management is embedded in key business processes. A further update in June provided broader support to Parliament, specifically to guide the risk management practices and processes of all the departments – Legislative Council, Legislative Assembly and the Department of Parliamentary Services

**Attracting people to Parliament**

Developed and delivered several public programs in partnership with external organisations to attract a more diverse audience. Such initiatives included participation in the Sydney Open 2022; delivery of the Walk, Talk, Make, Preserve history tour as part of History Week, the Bare Pit: in Victory and Defeat in association with the Ethics Centre, and hosting of Behind the Lines, an annual travelling exhibition of Australia’s year in political cartoon.



and for the duration of the Parliamentary Budget Office.

### Project portfolio improved

Developed and implemented a new project health rating system for reporting and corresponding guidelines for staff.

### Migrated education website

Parliament's education website has been migrated to a new hosting platform and integrated with cyber security enhancement platforms that will provide better availability, performance, and security.

### Email reputation compliance

NSW Parliament email domains have been certified as compliant against the recognised email standards. This ensures that messages coming from @parliament.nsw.gov.au email addresses will be trusted by receiving systems.

### Election Series

In the context of the 2023 State Election, the Communication, Education and Engagement branch organised a series of talks to engage and educate the community about our electoral system and democracy. The series comprised four free public events – Voting in NSW, Silent History, Democracy in crisis and NSW Election Wrap-Up. The events were held in the Gallery Room, State Library of NSW due to the critical maintenance works at the Parliament. The events proved to be highly popular, with the Gallery Room repeatedly reaching capacity. Each event recording was subsequently made



## 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.

available to the public for those who couldn't attend. This attracted hundreds of additional viewers.

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

#### Networking with colleagues

Staff attended the 2023 Parliamentary Professional Services Network annual conference held in Canberra. Staff presented on the outcomes of after Sorry, where the Parliament acknowledged the 25 years since the NSW apology to the Stolen Generations, as well as how the Parliament of NSW is doing things differently to build trust with Aboriginal people and communities in NSW.

#### Equitable access

There is a commitment to upgrade the built environment for equitable access to the parliamentary precinct for all. This goal requires a prioritised approach to improving disability access across the Macquarie Street precinct and electorate office portfolio.

#### Adapting and changing with needs

The Disability Inclusion Action Plan was developed and published in consultation with members, staff, and industry experts. The Department works continuously to improve access for people with a disability, both through major projects and by making modifications to address individual needs. Enhancements have included doors to the Legislative Assembly Chamber being automated and the chamber Table modified for disabled access, ensuring that all new kitchenettes at parliament are accessible, workstations are height adjustable and that all refurbished and new electorate offices have accessible receptions and bathrooms.



#### Increased productivity

Continuously improving our process and financial reporting systems to increase productivity and to limit double handling of data.

#### Saving valuable time

The library is part of the Australasian Parliamentary Libraries Association, with the next conference being run by the NSW Parliamentary Library. Members of the association connect regularly with each other.



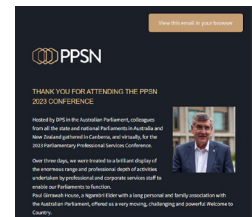
Chambers critical maintenance

**New Zealand secondment**  
Senior Manager, Parliamentary Catering, Lee Kwiez was seconded to New Zealand for

two weeks to provide advice and support in establishing an in-house catering model not dissimilar to our own. Lee is now part of the New Zealand Parliament's working group established to assist in the successful delivery of this new and exciting service model.

**Digital newsletter distributed**

Delivered the inaugural Parliamentary Professional Services Network digital newsletter on behalf of the network, with input from parliaments across Australia and New Zealand, fostering connections. Regular editions will continue to be delivered by the Department of Parliamentary Services.



**Educators conference**

Staff represented the Parliament of NSW at the 2023 Australia and New Zealand Association of Clerks-at-theTable Conference held in Melbourne. Staff presented on recent initiatives to attract a more diverse audience to the building, as well as efforts to develop the institution's cultural capability.

**Diversity and inclusion**

Staff represented the Parliament of NSW at the 2023 Australia and New Zealand Association of Clerks-at-theTable Conference held in Melbourne. Staff presented on diversity and inclusion, particularly, increasing Aboriginal employment within parliamentary workforces.



**Keeping up with technology**

Staff exchanged information about technology initiatives with other jurisdictions through the Australian and New Zealand Parliamentary Information Technology (ANZPIT) forum.

**Project management framework**

Refreshed the project management framework in alignment with Parliament's strategic objectives and industry best practice.

# 10,000+ Election service requests

were collaboratively fulfilled from 25 March to 1 June by the Department of Parliamentary Services.

**External subject matter experts**

The research service has implemented a new model of engaging external subject matter experts to increase the availability of independent research and advice to Parliament. In combination with existing services, the model supports Parliament to respond flexibly to the challenge of obtaining timely research and advice on highly specialised, technical or complex issues.

**Linking up**

Hansard is a member of the Commonwealth Hansard Editors Association and the Australia-Pacific Hansard Editors Association (APHEA). NSW Hansard presented at the APHEA conference in New Zealand and they are also a mentor for several Pacific Hansards, including Vanuatu, Fiji, Nauru, and the Solomon Islands.

**Catering collaboration**

Continued collaboration with interstate, federal and international catering branches to increase exposure to new opportunities to learn and provide support. The budget, public access, catering pricing and member engagement are hot topics of discussion.



## 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 the Department's work to deliver on Strategic Priority 4 and the Department's objectives 9 and 10:

#### Relocating members and staff

Moved 130 members within Parliament House post-election.

#### New Electorate offices

Signage and reset of establishment of 23 new electorate office occupants.

#### Chambers repaired

Work in the Legislative Council and Legislative Assembly chambers removed mould and improved accessibility for members with a disability. It also improved lighting and the broadcast setup, addressed cracked render, discoloured wall and ceiling paper, structural displacement in the wall, improved member benches and overall finishes in each chamber.

#### Roof membrane replaced

The original 40-year-old tower block roof membrane was replaced and new balcony balustrades and new pavers have been installed. The level 12 skylight has been reglazed to meet current compliance standards and to help reduce heating and cooling loads on the building systems. The completion of the project will also reduce water ingress risk in future.

#### Electorate office fit out

Through the provision of additional funding, 13 electorate offices underwent refurbishments or relocations. Castle Hill and Winston Hills received redistribution funding while minor works funding was received by Manly, Lake Macquarie, Port Stephens, Albury, Charlestown, Orange, Keira, Northern Tablelands, Balmain, Liverpool and Lismore.



#### Ceiling replacement

The culmination of a five-year program to replace all metal ceilings and ceiling services in the parliamentary precinct to comply with current workplace health and safety standards included the level 8 corporate accommodation workspace, level 6 library workspace, level 6 IT Services workspace, lift lobbies on levels 2, 3, 4 and 6, and the Macquarie Room and multi-faith room.



### Auditor accreditation

The catering branch is responsible for the provision of food and beverages to members, staff, and visitors. They engaged a Hazard Analysis and Critical Control Point (HACCP) auditor who accredited the branch with full HACCP certification. They are also five-star rated for hygiene and food safety by the City of Sydney Council.

### Saving valuable time

The library has released the Bills Assist Guide to save members and their staff valuable time by providing a quick fire reading list of general information informing the Bill. The guide is available shortly after the Second Reading speech.

### Publishing papers

The research service published 18 research papers and data briefs, including papers about nurse-midwife models, the operation of Warragamba Dam and how the NSW Parliament

continued to operate effectively during the COVID-19 pandemic. In May, the key issues for the 58th Parliament saw nine papers published about issues that will affect NSW and the Parliament during the current parliamentary term. The papers provided an important and authoritative overview of key issues, explained complex concepts, and presented data to support understanding of these important topics. Topics included energy, water in the Murray-Darling Basin, reducing incarceration of Aboriginal people; natural disasters; social and affordable housing; building regulation; school education; integrity in government and mental health.

### Accurate reporting

Hansard works closely with members and members' staff to ensure the accuracy of the Official Report by providing editorial guidance, urgent extracts, and fact-finding assistance.

### Supporting local

Catering engages with members to support their local communities through food and beverage. They sell items in their café, restaurant and use local produce in their function menus. As an example, the wine list reflects the many vine-growing regions from the Riverina all the way to New England. Members are encouraged to recommend local producers from their electorate.

### Enhanced digital way-finding

Catering has updated its intranet website to include content, imagery and promotions for members and staff, along with a catering feature and quick links.

### Election tech support

The high turnover of seats and change of government produced a large volume of work for IT Services. The management of data and assets for exiting members and establishing incoming members required a well-coordinated and collaborative effort. In all, from 25 March to 1 June, there were 5756 calls to and from the Service Desk and a total of 4890 service requests.

### Promoting understanding

A total of 78 members participated in community engagement and education programs. Members participated in various ways, including as speakers at the free public events such as

House Talks, Parliament Unpacked and the Bare Pit. Members participated in various ways, from speaking at free public events like House Talks, Parliament Unpacked and the Bare Pit; to welcoming students to Parliament as part of the as part of the Secondary Student Leadership Program, sharing their experiences as elected representatives and offering tips on leadership.

### Parlamento



The tech delivery of a platform to preserve historic images in a central location, together with metadata to support easy search and re-use.

### Community outreach

The Electorate Liaison and Outreach Coordinator supplied members of Parliament with 36 community outreach resources and 21 school outreach resources. These ranged from information relating to student and community programs and events, updates on the latest exhibitions at the Parliament, promotional materials for school holiday programs and competitions, and other collateral and resources for members when visiting schools.

### Media support

Members were supplied with a number of shell media releases and suggested social media posts to enable them to share parliamentary news and updates with their local community or media and social networks.

### Aboriginal outcomes

The Senior Aboriginal Liaison Officer continued aiding members by offering culturally sensitive guidance and fostering connections with local Aboriginal communities. They also continued to support parliamentary committees by increasing member cultural capability to better support Aboriginal engagement, notably in



### Service guide

The Customer Experience team lead the delivery of the Department's Service Guide. The valuable central resource is for whole of parliament to gain a thorough understanding of its responsibilities and areas of focus. It was designed to provide clarity around the Department's key deliverables and strategic priorities.

# 13,701 MEALS

## served in Strangers' Restaurant

in the 2022 / 2023 year.

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inquiries such as the Aboriginal Cultural Heritage Bill inquiry and the cultural fishing inquiry.

### **Service portal**

Delivered a new central location and source of truth for all service offerings for members, member's staff, and department staff. The Digital Transformation and Customer Experience collaboration drew information from the service guide on each of the 17 teams.

### **Strategic collaboration forum**

The Business Performance team supported the Chief Executive's office to run the Parliamentary Executive Group (PEG) Strategic Collaboration Forum in September. It brought together PEG, the Presiding Officer's teams and executive leadership, to share achievements and learnings along with aligning on priorities for the remainder of the 57<sup>th</sup> parliamentary term.

### **Fraud and corruption awareness**

A half-day workshop run by the Independent Commission Against Corruption, on corruption prevention for managers, was held in October. A total of 19 managers attended.

### **Cloud-based services**

Support began for new cloud-based services as well as mobile access after members and staff were migrated from legacy on-premise hosted email and file-sharing platforms, to Microsoft 365 services.



## 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 the Department's work to deliver on Strategic Priority 5 and the Department's objectives 11 and 12:*

#### Staff training

40+ staff engaged in people-centred workplaces training and 29 cleaning services staff provided teams-based cleaning system documentation and instruction to implement.

#### Contract writing training

Training was provided to team members to increase their capabilities in writing construction contracts for both minor and major works.

#### Flexible working adopted

A hybrid working model was implemented by the Capital Works branch. This enabled staff to decide their balance of working from home, at a regional location, or in the office.

#### High-quality service

Six full-time staff on temporary contracts working in catering were employed, to maintain and enhance a consistent, high-quality service model and address the shortfall of sourcing quality agency staff to cater for members and guests.

#### Broadening skills internally

A variety of acting opportunities for catering staff wishing to adapt and learn from their colleagues in the Audiovisual and Communication, Engagement and Education teams arose. They were able to garner a greater understanding of the new technology available and increased opportunities with colleagues in other branches.

#### Cultural capability

The Senior Aboriginal Liaison Officer organised a series of cultural capability sessions for the catering team, the Legislative Council and Legislative Assembly, delivered by Aboriginal-owned organisation Mirri Mirri, to continue the journey of cultural capability uplift for the NSW Parliament. Senior leaders also undertook a first contact tour with La Perouse Elder Uncle Shayne Williams.

#### Media unit established

A centralised media unit function has been embedded into the Communication, Engagement and Education branch providing support to the Parliament for the distribution of media releases and management of media enquiries that relate to the whole of Parliament (separate to committee-related media enquiries).



Some of the Department's Library team and the new Library portal.

### Cloud-based extension

Extending the cloud-based Microsoft 365 suite with Teams-enablement and SharePoint continues to improve productivity and mobility across the workforce.

### Knowledge base

Established a support resource knowledge base that provides business as usual teams with day-to-day problem solving for PIMS and the public website.

### Training staff

Library staff commenced the Great Managers and Springboard training courses, they were trained in data visualisation and infographics, participated in multiple secondment opportunities and all librarians were involved in the preparation of the Bills Assist Guides.

### Corporate accommodation project

The modernisation of the corporate accommodation on Level 8 has improved the facilities and services available for staff. The specific work is the final stage of a five-year project. The work included replacing ceilings and building services, addressing workplace health and safety issues and the outdated office amenities to create a more efficient, ergonomic and safe working environment.

### Procurement policy training

The Financial Services and Governance branch have trained over 70 employees on the procurement framework.

### Updated financial policies

Governance has been improved through the roll-out of two new financial policies. Catering and Finance also worked closely together to improve the booking process for member-hosted events.

### Safety program

The Customer Experience team led the delivery of Our Human Centred Workplace Program. It is a learning and development program aimed at producing a psychologically safe workplace in which team members feel safe to innovate, develop and grow. It was delivered over a nine-month period, in monthly sessions, and was based on proven research.

### Process mapping

The Customer Experience team supported Digital Transformation to deliver a process mapping project. This project allowed teams to understand the customer experience from the customer's perspective and to make improvements. Knowledge gained will support the introduction of new processes and systems moving forward.

### Centralisation of system credentials

A new identity and access management solution has been procured and implemented in read-only mode. The solution provides centralised management of system credentials leading to better integration, role management and ease of access for connected systems. This solution replaces a legacy platform. The establishment of the system in read-only mode forms the basis for future enhancements.

### Catering accolades

Vanessa Harcourt won Restaurant and Catering Association's NSW Awards for Excellence Chef of the Year Award. Stranger's Restaurant was a finalist for Tourism Restaurant and Contemporary Australian Restaurant - Formal.



**Stranger's Restaurant was a finalist for Tourism Restaurant and Contemporary Australian Restaurant – Formal.**

# Community Impact

The Department worked on several initiatives in 2022-2023 that had a positive impact on the NSW community including:

## **KEEPING UPDATED**

Town halls and briefings on the critical maintenance program were held in-person and online. These were instrumental in communicating important information to the parliamentary community in relation to construction impact. This was essential for members and the hundreds of people working remotely and off-site, as well as those planning events.

## **POSITIVE RELOCATION**

A thorough change management and stakeholder engagement approach created for the Level 8 accommodation project stakeholders ensured the move back in of hundreds of staff was a calm positive experience.



## **SOURCING LOCAL**

Upgrading the gift shop to include a broader reach of products from a variety of NSW regions. Not only did the team source locally made souvenirs, food and beverage products from the food-producing and wine-growing regions of NSW are now available. A continued focus is to also support local artists such as Nadeena Dixon from Redfern.

## **HIGH TEA GROWTH**

The continuation and growth of high tea and Christmas in July offerings were a great success. Hundreds attended including members from Probus, Rotary and RSL club groups.

## **FAMILY FUN DAY**

In recent years, the Parliament of NSW's family open days were organised in more controlled formats – with set session times or as an online program. This was largely in response to the COVID-19 pandemic. However, Family Fun Day was back to its best on 7 October, when the Parliament opened its doors for families again in its usual open day format. The Parliament welcomed 1100 guests into the building with activities such as arts and craft, a mock hearing, tours of the chambers, cartoon workshops, voting and much more. Family Fun Day also saw a few surprise guests, including Sir Henry Parkes – who generously shared his poetry – and suffragettes – who passionately articulated their cause to the families present.



## **TOURS AND FORUMS**

Public and stakeholder tours as well as forums to share information included, establishing a tour for Sydney University students, presenting at a House talks event, facilitating multiple visits from staff from government agencies (i.e. Heritage NSW, NSW Department of Planning and Environment) during the construction period. These events have benefited knowledge sharing with the public, our parliament community, and government agencies.

# Sustainability

The state of NSW is known for its sustainability and environmental efforts. The importance of sustainability encompasses crucial aspects that contribute to the wellbeing of our planet, society, and economy.



## HERE ARE SOME WAYS THE DEPARTMENT IS MAKING AN IMPACT:

- Continued roll out of LED and movement activated lighting
- Installation of six electric vehicle charging stations on level 2, 3 and 4 of the Parliament House car park
- Used furniture and equipment offered to community groups
- Televisions, fridges, and microwaves all meet the “star targets”
- Reusing and repairing all existing furniture in the Legislative Council and Legislative Assembly chambers
- High performance glass installed on the level 12 skylight to reduce the heat load on the building
- Energy efficient star targets met for all hydraulic fixtures including taps, showers, toilets, and dishwashers in electorate offices and corporate accommodation projects
- Clean air and of low volatile organic compounds paints used
- Carpet tiles used in the corporate accommodation project are rated carbon-neutral
- Catering is using less paper now for signage as they have two digital displays that advertise catering services and direct guests to the appropriate room for their occasion
- Coffee machines for smaller events use coffee pods that are recyclable and made of 80 per cent recycled aluminium
- Locally made sodas in recyclable glass bottles are now available instead of plastic
- All packaging, cutlery, straws, and coffee cups are compostable
- All depreciated computer hardware is disposed of via a certified e-waste company who, where possible, recycles the materials
- The fitting of a variable speed drive burner to one of the boilers. This changes the capability of the burner to ramp up and down according to load. The former had only low and high settings.

Corporate accommodation project



# What does the future hold?

What's planned for the Department in the next 12 months?

A preview of the exciting work ahead includes:

## **SAFE, INCLUSIVE AND RESPECTFUL WORKPLACE**

Leader and member training on fostering a safe, inclusive and respectful workplace and our obligations in late 2023, then roll-out of the training to the parliamentary community in 2024.

## **TEAMS-BASED CLEANING**

Go live of teams-based cleaning at Parliament House. This will be a new way of the team supporting each other in delivering business as usual.

## **POLICY CONSULTATION**

Policy consultation with the parliamentary community on our newest policy, Bullying, Harassment and Sexual Harassment Policy. In addition, focus groups will help provide valuable insight.

## **ELECTORATE OFFICE WORKFLOW**

Operational facilitation of upcoming capital works in electorate offices and at Parliament House, showing the strengths of the property management services teams.

## **ELECTORATE OFFICE WORK**

Funding from Treasury will fit out various electorate offices over the next 12 months.

## **PARLIAMENT'S FACADES**

Restoration of the north, west and south facades to address the deteriorated structural conditions continues. This restoration work also includes a change to the exterior colour scheme of the Macquarie Street buildings of NSW Parliament House to accentuate the links between the Rum Hospital building and The Mint Project expected to be completed by the end of December 2023.

## **ACCESSIBILITY WORK**

Several urgent accessibility projects have received funding from Treasury, to be completed over the 2023-24 and 2024-25 financial years. This includes an accessible solution required on level two to enable disability access to the gym, squash courts, change and shower facilities. An accessible solution is required to enable access from the Tower Block to the level nine garden and investigation will begin to resolve solutions to disabled access to level seven and public galleries of both chambers. An upgrade on Level seven will assist people in navigating public areas with ease. Several accessibility compliance items at 15 electorate offices will also be remedied.

## **RUM HOSPITAL AND SPEAKER'S STAIRS**

Critical remediation work to address mould, and structural integrity, outdated services and Workplace Health and Safety continues. These repairs will enhance the look and feel of the internal spaces while retaining the Georgian character. Project is expected to be completed by the end of June 2024.

## **CATERING ADMIN**

A new role has been created in the Catering branch that will benefit administration's ability to better respond to enquiries, questions and requests from the community and members.

## **PARLIMENTO**

This will give access to historic images and rare materials such as the digitised version of the 1800 Settlers' Muster Book.

## **HISTORY SHARED**

Library engagement events including the Treasures Uncovered series which highlights rare and historic material from the library collection.

## **GIFT SHOP REVAMP**

The range will include more locally produced products and souvenirs with an increased Indigenous presence.





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# CRITICAL WORK on Rum Hospital and Speaker's Stairs will address structural integrity, mould and Workplace Health and Safety. These repairs will enhance the internal spaces while retaining the Georgian character.

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## EXTERNAL EXPERTISE

External subject matter expertise will enable the research service to embed its model into its ongoing operations and undertake projects will use their expertise to address the information needs of Parliament.

## MILESTONES NEARING

Hansard will celebrate its 145-year anniversary in 2024, will move back into the historic Rum Hospital once refurbishments are complete and will continue to optimise its processes to further modernise and digitise the service.

## EDUCATION WEBSITE REVIEW

The Education website was created in 2021 to provide schools the information and resources needed in learning and teaching Parliament. CEE is planning to use the next 12 months to review the website and identify areas for improvement, with a view to updating and adding content.

## NESA ACCREDITATION

The Parliament will organise and deliver professional development courses that are accredited by the NSW Education Standards Authority in the coming year.

## MOPOKE INVOLVEMENT

The Parliament of NSW will participate in the MOPOKE festival in April 2024 for the first time. During MOPOKE, Macquarie Street will be closed to traffic for 24 hours on a weekend so institutions can open to the public late into the evening. A range of activities and events will be available for the public to participate in.

## REGIONAL AWARENESS

Increased awareness of the Parliament in regional NSW through increased participation in regional committee hearings, and the promotion of online events and learning resources through the Electorate and Member Liaison, we aim to increase engagement in this part of the NSW community.

## DIGITAL TRANSFORMATION

Improve PIMS through migration to portal, new modules and system enhancement. Implementing a new ERP system and improving human resources and finance processes is high on the to do list.

## WORKFORCE EVOLVING

Increase adoption of business and collaboration systems already delivered by the Digital Transformation team and deliver strategic planning around the technology systems.

## PROCUREMENT TRAINING

Two training sessions a month are planned for the year ahead regarding the procurement framework.

## CYBER SECURITY UPLIFT

The third year of the uplift program will focus on cyber security awareness and the enforcement of cyber security best practice.

## ENTERPRISE ARCHITECTURE

Establish enterprise architecture capability within IT Services to enable better visibility into information assets, business processes, system integrations and technology footprint.

## IDENTITY AND ACCESS MANAGEMENT

Continuation of work completed in the 2022/2023 financial year. Phase two will see improvements in the way users access systems and how new or existing staff are onboarded in the connected systems.



# Governance

## AUDIT AND RISK COMMITTEE

The Parliament's Audit and Risk 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."

The current Members of the Audit and Risk Committee are Mr Ian Gillespie (Chair), Ms Christine Hawkins and Mr Henry Capra. Mr Gillespie was appointed to the position of Chair at the September meeting, after the retirement of Mr Alex Smith. Mr Henry Capra joined the Committee in September. All Members are independent.

The Committee met six times during 2022-23 and Committee Member attendance is shown in the table below.

Audit and Risk Committee Members	Number eligible to attend	Number attended
Mr Ian Gillespie (Chair)	6	6
Ms Christine Hawkins	6	6
Mr Henry Capra	5	5

## MODERN SLAVERY AND PROCUREMENT

No incidents of modern slavery have as yet been detected by staff undertaking procurement. The Department has not received notice of issues raised by the Anti-Slavery Commissioner.

### The following steps have been taken by the Department to ensure that goods and services procured are not the product of modern slavery:

- NSW Parliament – Statement of Business Ethics contains a statement on modern slavery. The Statement of Business Ethics is sent out with our approaches to market
- Guidance for staff on how and when to assess the risk of modern slavery in the supply chain is included in Parliament's Procurement and Contract Management Framework
- Training sessions on the Procurement and Contract Management Framework now include a dedicated section on modern slavery. The training sessions are open to all staff at Parliament
- The current framework is being reviewed to strengthen guidance on modern slavery.

### The Committee oversaw and monitored the following activities in 2022-23:

- Risk assessments including updates to the Parliament's Corporate Risk Register
- Endorsement of the Parliament's Strategic 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 Internal Quality Assessment
- Draft and final Legislature Annual Financial Statements
- Internal financial performance reports
- The Parliament's early close procedures
- The Audit Office of NSW's Client Services Report and Management Letter
- Management's representation letter to the Audit Office of NSW
- Annual attestation against the Parliament's Legislative Compliance Register
- Updates from department heads on key issues
- Reports on Work Health and Safety
- Business continuity management implementation; and
- 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). Since March 2021, Parliament's Audit and Risk Committee agreed to table an annual internal attestation report. This year's attestation was completed and provided to the Audit and Risk Committee at its June 2023 meeting. The committee undertakes an annual assessment of its performance.

The result, as reported to the March 2023 meeting, was an average performance rating across 27 pre-determined criteria of 97 per cent.

*The share of professional fees for the independent members of the Parliament's Audit and Risk Committee paid by the Department during the reporting period was \$6321.75.*

## INTERNAL AUDIT

The Parliament's Internal Audit function is an independent review activity headed by the Chief Audit Executive.

The internal audit function, through the chief audit executive, reports functionally to the Audit and Risk Committee on the results of completed audits, and for strategic direction and accountability purposes; and reports administratively to the Clerks and Chief Executive of the Department of Parliamentary Services, to facilitate day-to-day operations.

The chief audit executive manages, through an outsourced audit service provider, an annual plan of risk-based audits. The annual audit plan for 2022-23 was endorsed by the Audit and Risk Committee in June 2022. During 2022-23, the following final audit reports were presented to the Audit and Risk Committee:

- Business continuity and disaster recovery
- Payroll
- IT mobile device governance and asset management
- Accounts payable
- Electorate offices leasing
- Members' entitlements FY 2021-22.

A quality assurance and improvement program is undertaken throughout the year and reported quarterly to the Committee. Audit candidate feedback is a key measure, with the average satisfaction rating being 4.86/5 in 2022-23 as reported to the June 2023 meeting.

An updated Audit Universe, Strategic (three year) internal audit program, and annual audit plan for 2023-25 was prepared in consultation with senior management and endorsed by the Audit and Risk Committee in June 2023.

## 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 2023.

The Parliament maintains a Corporate Risk Register which is subject to quarterly review by the Parliament's Senior Management Group (SMG) and the Audit and Risk Committee. Departments/branches maintain operational risk registers which are also reviewed on a quarterly basis and 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, 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.

	2022-23	2021-22	2020-21	2019-20	2018-19
	\$	\$	\$	\$	\$
<b>Property</b>	488,904	412,319	320,971	229,780	203,150
<b>Workers' Compensation</b>	760,810	537,801	538,455	340,804	402,790
<b>Motor</b>	1,079	1,028	935	540	580
<b>Liability</b>	142,679	125,145	98,735	52,990	51,090
<b>Miscellaneous</b>	26,359	26,269	25,455	7,060	5,230
<b>Total</b>	<b>1,419,831</b>	<b>1,102,562</b>	<b>984,542</b>	<b>631,174</b>	<b>662,840</b>

## 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 three times in 2022-23, with representation from all three parliamentary departments. A key item of business was the review of and implementation of recommendations from a mock incident emergency held early December 2022 with representation from the business continuity group and expanded to include the business continuity officers and their alternate business continuity officers.

## FRAUD AND CORRUPTION PREVENTION

The Parliament's Fraud and Corruption Control Committee met three times in 2022-23 to oversight 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 Fraud and Corruption Control Plan 2022-23 was adopted by the Committee. A fraud and risk review were conducted to ensure the fraud and risk profiles is accurate and factors in hybrid work and comparing it with previous years. The Audit and Risk Framework was also reviewed in accordance with the updated Australian Standard AS8001:2021.

The Committee continues to monitor the online training module on ethical values and fraud and corruption prevention, with support and encouragement led by members of the committee, during 2022-23 the completion rate continues to remain high with between 91 and 100 per cent.

## 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.

The Department has a Public Interest Disclosure Policy, which is accessible via the intranet, and ensures that staff are aware of this policy. The Human Services team delivers a session on Public Interest Disclosures at the induction program for new staff.

No Public Interest Disclosures were received and none were finalised by the department in the reporting period.

## CORPORATE RISK REGISTER

The Parliament maintains a Corporate Risk Register which is subject to quarterly review by the Parliament's Senior Management Group (SMG) and the Audit and Risk Committee. Departments/branches maintain operational risk

## OVERSEAS TRAVEL

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

## CONSULTANTS

The Department, on behalf of the Parliamentary Executive Group, engaged Elizabeth Broderick & 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 Elizabeth Broderick & Co to undertake this review over a period of 12 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 2022-23 Annual Report incurred external costs of \$770.70.

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period. Subsequent amendments to the original budget (e.g. adjustment for transfer of functions between entities as a result of Administrative Arrangements Orders) are not reflected in the budgeted amounts. Major variances between the original budgeted amounts and the actual amounts disclosed in the financial statements are explained below.

The net result was a \$23.774 million surplus compared to a budgeted surplus of \$30.096 million. This is an unfavourable variance of \$6.322 million, consisting of following variances to budget:

Total expenses excluding losses were \$226.295 million compared to a budget of \$223.329 million, exceeding the budget by \$2.966 million. This was largely driven by \$2.540 million higher than budgeted separation payments to members' staff as a result of the change of Government following the State election.

Total revenue was \$250.364 million compared to a budget of \$253.425 million, \$3.061 million lower compared to budget. This was primarily due to \$2.163 million reduction in capital fundings for capital projects carried forward to the next financial year, and \$1.249 million lower employee benefits assumed by the Crown, offset by \$1.074 million unbudgeted insurance claim receipts.

## ASSETS AND LIABILITIES

Net assets were \$434.967 million compared to a budget of \$442.240 million. The major variances arising on the Statement of Financial Position are noted below:

Receivables were \$5.838 million compared to a budget of \$2.767 million mainly as a result of \$2.832 million prepayments.

Right-of-use assets were \$22.656 million compared to a budget of \$18.441 million. This was \$4.215 million over budget due to a higher number of lease renewals or change of leased premises for electorate offices during the election year.

Payables were \$11.077 million compared to a budget of \$4.714 million. This was primarily owing to \$5.415 million accruals related to the separation payments, salaries and on-costs.

## CASH FLOWS

The closing cash position was \$4.084 million compared to a budget of \$4.745 million. This was under budget by \$0.661 million, which was due to an increase in expenses as referred above.

# Financials

## DEPARTMENT OF PARLIAMENTARY SERVICES

The net cost of services for the Department of Parliamentary Services was \$57.167 million and represents 26.8 per cent of the total net cost of services of the Parliament for the 2022-23 financial year. This reflects an unfavourable variance of \$6.600 million or 13.1 per cent against the budget of \$50.567 million.

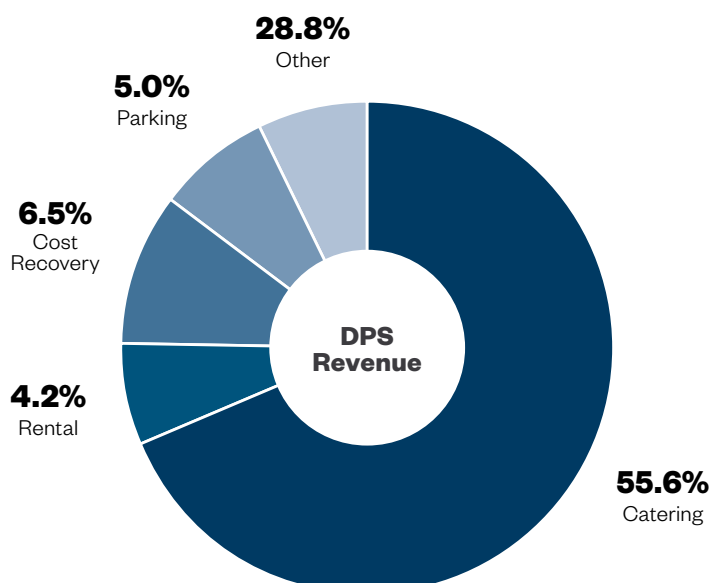
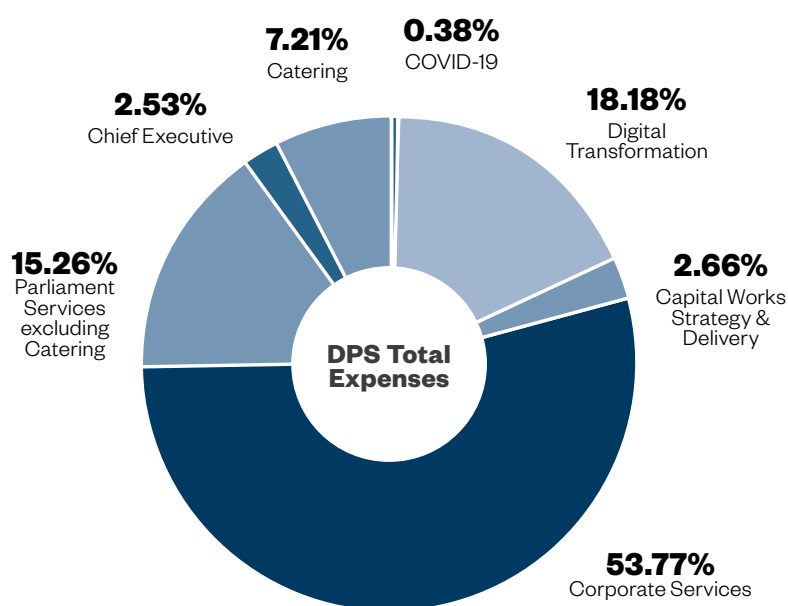
### The main components of the variance include:

- Employee related expenses were higher than budget by \$2.038 million, primarily owing to unbudgeted employee expenses related to implementation of the recommendations of the Broderick review, and employee related Software-as-a-Service (SaaS) project costs re-classified from capital expenses in accordance with accounting standards;
- Operating expenses were \$4.372 million higher than budget, partially as a result of the reclassification of the \$3.191 million SaaS costs from capital expenses as required by Australian accounting standards;
- Revenue was \$188,000 lower than budget mainly due to catering and other sales lower than budget by \$759,000, offset by \$479,000 insurance recovery for the loss of catering revenue during the pandemic.

### The net cost of services was \$3.065 million higher than the last year with the following break-downs:

- Employee related expenses being \$7.178 million higher mainly due to additional funding in the communication, engagement and education activities, implementation costs of the recommendations of the Broderick Review; operating expenses \$1.667 million lower; depreciation and amortisation higher by \$595,000; sales of goods and services higher by \$2.103 million; other income lower by \$1.342 million; grants and contributions higher by \$2.211 million and loss on disposal lower by \$69,000.
- The catering activities, including the hosting of functions, generated 55.6 per cent of the Department's revenue, which supports the operations of the Parliament and encourages community access.
- Employee related expenses accounted for 51.1 per cent of the total expenses of the Department of Parliamentary Services.

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 the Department of Parliamentary Services.



# Financials

## START OF UNAUDITED FINANCIAL STATEMENTS

Department of Parliamentary Services  
Statement of comprehensive income for  
the year ended 30 June 2023

	<b>Actual 2023 \$'000</b>	<b>Budget 2023 \$'000</b>	<b>Actual 2022 \$'000</b>
<b>Expenses excluding losses</b>			
Employee related expenses	32,628	30,590	25,450
Operating expenses	26,808	22,436	28,475
Depreciation and amortisation	6,621	6,619	6,026
<b>Total expenses excluding losses</b>	<b>66,057</b>	<b>59,645</b>	<b>59,951</b>
<b>Revenue</b>			
Sale of goods and services	5,853	6,612	3,750
Grants and contributions	2,397	2,417	186
Other income	643	52	1,985
<b>Total revenue</b>	<b>8,893</b>	<b>9,081</b>	<b>5,921</b>
Gain/(loss) on disposal (72)	(3)	—	(72)
<b>Net cost of services</b>	<b>57,167</b>	<b>50,564</b>	<b>54,102</b>

**End of Unaudited Financial Statements**

# Contact us

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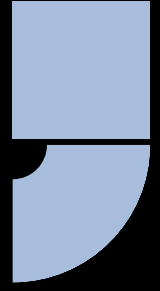
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4. Legislators-Services for-New South Wales-Periodicals.

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