

Department of  
Parliamentary  
Services  
**Annual  
Report**  
2017





# Letter of Transmittal

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

The Hon Shelley Hancock MP  
Speaker of the Legislative Assembly  
Parliament House  
Macquarie Street  
Sydney NSW 2000

Dear Madam Speaker and Mister President,

I am pleased to submit to you for tabling in each House the annual report for the Department of Parliamentary Services (DPS), for the year ended 30 June 2017.

While DPS is not legislatively required to table an annual report, I welcome the opportunity to provide information on the performance of DPS, as has been customary in previous years.

The report incorporates the reporting requirements of the *Annual Reports (Departments) Act 1985* and the *Public and Finance Audit Act 1983*, particularly in regard to the Department's operations and financial performance.

The report details the major achievements for each functional area of DPS for the 2016–17 financial year, providing information and statistics relating to our outputs and planned initiatives for the future.

I commend the report to you and thank you for your ongoing support of the work of DPS.

Yours sincerely,

Mark Webb  
Executive Manager  
Department of Parliamentary Services

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Department of Parliamentary Services

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# Contents

<b>Presiding Officers' Foreword</b>	<b>4</b>
<b>Executive Manager's Review</b>	<b>5</b>
<b>The Department</b>	<b>7</b>
The Executive Management Team	8
The Leadership Team	10
Organisational structure	11
Facilities Branch	12
Information Services Branch	16
People and Engagement Branch	20
Financial Services Branch	24
Parliamentary Catering	28
<b>Case studies</b>	
The Parliament's Master Plan	32
Celebrating the Arts at Parliament	34
A Fit Place for Women: NSW Parliament	36
Parliamentary Service Awards	38
<b>Financial Commentary</b>	<b>39</b>
<b>Appendices</b>	
Governance and Risk	41
Credit Card Certification	43
Consultants	43
Workforce Diversity and Actual Staff Numbers	44
WHS Report	45
Wage and Salary Movements	46
Public Interest Disclosures	46
Library Research Publications	47

# Presiding Officers' Foreword

The Department of Parliamentary Services has a comprehensive brief to provide professional services, expert advice and effective facilities that enable a high-functioning, cost-effective Parliament for members, staff and the people of New South Wales.

Throughout 2016-17 capital works projects continued to transform the Parliament's physical environment. With a keen eye on preserving the heritage of our precinct, the Department managed and executed numerous works projects – including upgrades to public spaces, enhanced security and improved access for people with disabilities – to ensure a contemporary Parliament for 2017 and beyond.

The cultural life of the Parliament benefited from a range of public engagement events held throughout the year. A highlight was the celebration of the many women who have contributed to the political life of our state with the *A Fit Place for Women* exhibition and historical re-enactment of the introduction of a Bill in 1926 by the first female member of Parliament, Millicent Preston Stanley.

This year also saw the Department embark on the development of a 10-year Master Plan for the Parliament. Significant work has taken place to understand the challenges of shaping our parliamentary system for a contemporary context. As it evolves, the Master Plan will play an essential role in enabling the Parliament to perform at the highest levels – both now and into the future.

We commend the Department's ongoing commitment to working with the Departments of the Legislative Council and the Legislative Assembly to deliver services in a culture of cooperation, professionalism and proficiency, and we thank them for their continued efforts to support the Parliament and the people of New South Wales.

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

**The Hon Shelley Hancock MP**  
Speaker of the Legislative Assembly

# Executive Manager's Review

In 2016–17 DPS has looked to the future. For the first time ever, and in conjunction with our colleagues in the Departments of the Legislative Council and Legislative Assembly, we began the first iteration of our rolling 10-year Master Plan. The Master Plan is designed to look at the assets, technology, services and capabilities we need to ensure the people of New South Wales have a Parliament that works. Even in these early stages, the process has been invaluable in giving a broader context for our work and helping target our efforts on areas where it is needed most. The work is ongoing, and the first iteration of the plan will be delivered by the end of 2017.

Within the context of the Master Plan we have continued to deliver improvements to the building through our capital works program. This year we were proud to deliver a variety of projects including the Public Spaces project, which gave us three flexible, innovative event spaces, which help ensure our ability to engage with the public is better than ever.

This year we also sharpened our focus on the people who form DPS. The 2017 People Matter survey results were encouraging, with results mostly exceeding those in the broader NSW public sector and year-on-year improvements across many indicators. But those results also told us we have further to go, and we have kicked off substantial work to build on these solid foundations. We've acknowledged that how we work is just as important as what we do. We're committed to continuously demonstrating values like integrity, excellence, innovation, service and collaboration in everything we do. And we've articulated the vital role DPS plays in enabling the Parliament to serve the people of NSW. This work will continue throughout 2017–18.

As I make my way through my second year at Parliament I often reflect on our good fortune in DPS having such productive working relationships with both Presiding Officers and their offices. The leadership provided by both Speaker Hancock and President Ajaka has made so much of what we have achieved, and will achieve, possible. Both are people of vision, who have enthusiastically supported our desire to help shape the Parliament's future.

I also want to acknowledge former President (now Minister) Harwin, who, together with the Speaker, brought me into the parliamentary family with a clear mandate to think differently about the future. On behalf of DPS I'd like to acknowledge his substantial contribution to the Parliament over his time in the President's chair.

I would also like to congratulate Helen Minnican on her elevation to the role of Clerk of the NSW Legislative Assembly. In both Helen and David Blunt, Clerk of the Parliaments, I have found colleagues whose passion for the institution of Parliament is both inspiring and contagious. That passion helps drive constructive and robust collaboration between the three parliamentary departments, which is crucial for a vibrant and effective Parliament.

This year saw some changes to the DPS leadership team with the departure of CIO Simon Chalmers and head of Parliamentary Catering, Phillip Freeman. Both provided invaluable service and are missed. However, change brings opportunity, and we have been very pleased to welcome our new CIO, Mike Price, and head of catering, Lee Kwiez. It has been great to see Mike and Lee hit the ground running, providing fresh perspectives to help take DPS forward.

Finally and most importantly, I would like to acknowledge the staff of DPS. My respect and admiration for everyone's efforts to enable the NSW Parliament for the people of NSW has only grown through the year. On a personal level, I'd like to thank the DPS executive team for their hard work and support through the year, as well as a particular nod to the newly formed senior managers' forum, comprised of individuals who have stepped up to provide a valuable leadership role in the organisation. My enduring thanks to my Executive Officer, Amanda Wheatley, without whom the office of the Executive Manager would immediately grind to a halt, and to Cathy Ashton, our communications guru, without whom this annual report would not exist.

I am proud to present this annual report for 2016–17.

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

WHO  
WE  
ARE



# The Department

The Department of Parliamentary Services (DPS) is a specialist service department working to support the operation of NSW Parliament by providing logistical support and advice to members, the Departments of the Legislative Council and Legislative Assembly, and the people of New South Wales.

Overseen by the Office of the Executive Manager, the Department is comprised of five branches: Information Services, Facilities, People and Engagement, Parliamentary Catering and Financial Services.

Together, these diverse branches are responsible for the delivery of the following services:

- Provision of information-based services, including information technology infrastructure, Hansard, library, records, research and media monitoring
- Maintenance and development of the parliamentary buildings and grounds, security, procurement and asset management
- Provision of support and advice on matters of finances, members' entitlements, governance and risk management
- Provision of human resources, industrial relations, payroll, training, work health and safety
- Management of catered venues, function and dining services, and events management
- Delivery of education and community outreach programs, and provision of corporate communications.

The professional delivery of our core-business services is only possible due to the dedication of our hard-working staff, who have again demonstrated their immense experience and capability throughout the past financial year. The staff of DPS take pride in their work and are always looking for innovative ways to deliver on both project work and business-as-usual activities. This annual report is a testament to their continued efforts.



# The Executive Team



**Mark Webb**  
Executive Manager

As Executive Manager, Mark provides leadership, governance and strategic direction to DPS. He works closely with the Presiding Officers and Clerks, as well as with the Department of Parliamentary Services executive and senior management teams to ensure proficient and effective professional services for the Parliament. His leadership of the Department is underpinned by 14 years' experience in senior executive positions in both the New South Wales and Commonwealth public services.



**Julie Langsworth**  
Deputy Executive Manager  
Director, People and Engagement Branch

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



**Robert Nielsen**  
Director,  
Facilities Branch

As Director of the Facilities Branch, Robert oversees the management of the Parliament's physical environment. With 13 years' experience managing facilities services at Parliament, Robert manages a large team that includes building managers, engineers, security personnel, cleaning staff and administrators. Together they are dedicated to providing a functional, safe and secure working environment for members and staff.





**John Gregor**  
Director,  
Financial Services Branch  
and CFO

John is the Parliament's Chief Financial Officer. With 21 years' experience in senior financial and corporate roles in the NSW public sector and five years as Director Financial Services at DPS, John is well placed to navigate the Parliament through increasingly tight budgets. He oversees the Finance Branch, which encompasses Accounting Services and Members' Entitlements teams, as well as a newly formed section that oversees the governance and management of projects.



**Mike Price**  
Director,  
Information Services  
Branch and CIO

Mike joined the Parliament in June 2017. Mike's portfolio includes IT Services, Library, Parliamentary Reporting (Hansard) and Research. Together these teams ensure members and staff have the information they need and can stay connected wherever they may be. Mike brings to the Parliament considerable expertise garnered during his career that began in the UK in computer programming before taking on senior executive roles in both the private and public sectors in Australia.



**Lee Kwiez**  
Senior Manager,  
Parliamentary Catering

Lee joined the Parliament in 2017 and oversees the management of the Parliament's venues and catering services, including Cafe Quorum, the Strangers' and Members' Dining Rooms, the Public Cafe and the functions business. Formerly a hatted executive chef, Lee brings a wealth of experience to the management of catering operations at Parliament.

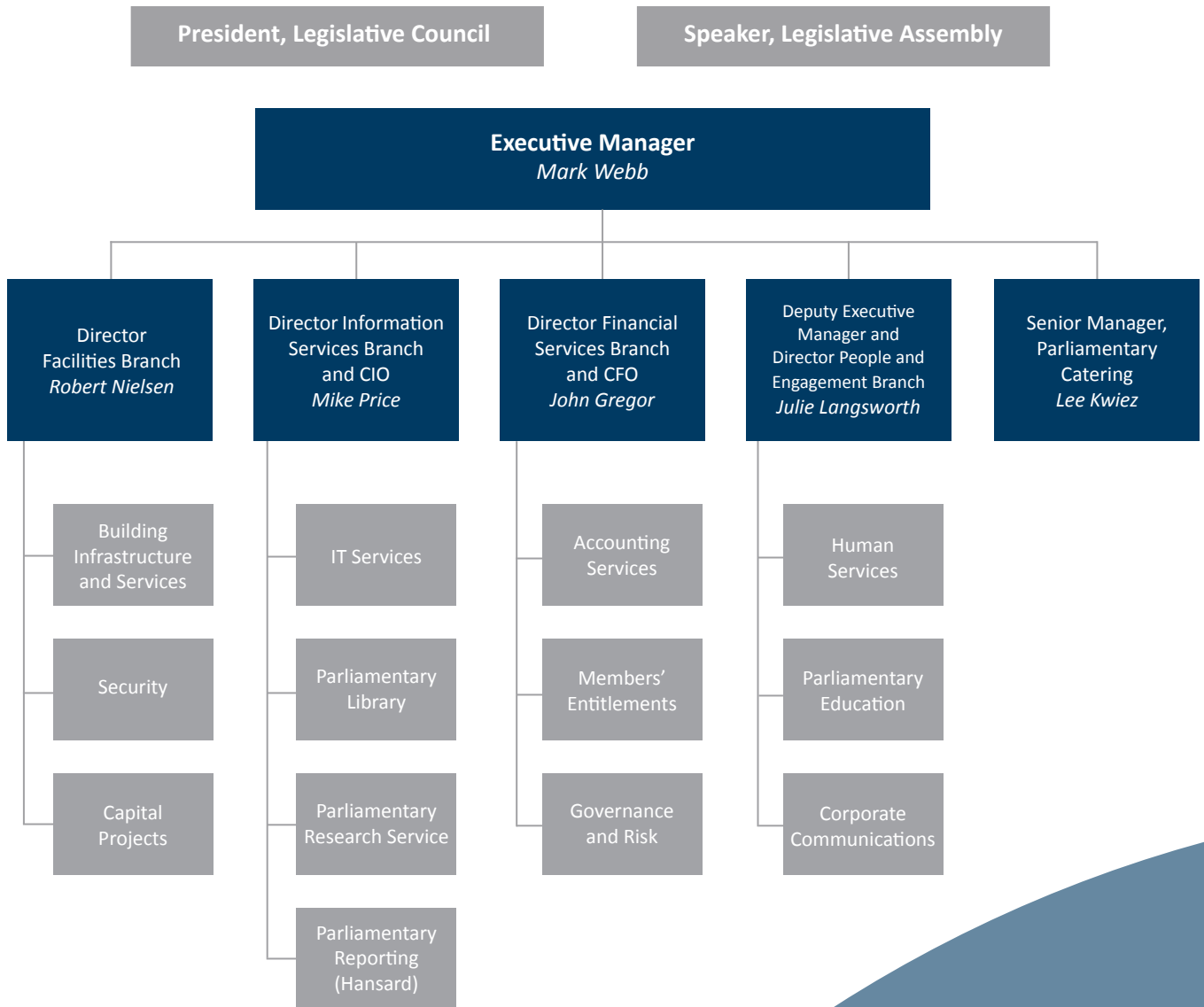
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# The Leadership Team



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

# Organisational Structure





## FACILITIES BRANCH

Maintaining and enhancing the physical environment of the Parliamentary precincts is the responsibility of the Facilities Branch.

The team manages building repairs, maintenance and capital works at Parliament House, as well as the management of security services. This important range of functions includes responsibility for air conditioning, lighting, elevators, waste disposal, security access, and the car park.

The Facilities Branch team also manages the supply of hot and chilled water to our neighbours in the precinct – the Sydney Hospital and the State Library of NSW.



As well as maintaining the building, the Facilities Branch is also responsible for a significant program of capital works to ensure a modern, safe and accessible NSW Parliament for members, staff and visitors alike. These projects preserve the heritage attributes of Parliament House for future generations, as well as ensure compliance with building and accessibility regulations. The Facilities Branch also undertakes large-scale planning to scope out future areas of capital and maintenance work over the next decade, to optimise our physical infrastructure now and in to the future.

The four key service areas of the Facilities Branch include:

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

#### Highlights in 2016–17

- For the first time in over 30 years the Parliament has been able to expand its publicly available facilities. This is another step forward in our ongoing commitment to encouraging community engagement with the Parliament. The former Waratah Room and Members' Bar areas have been transformed into three new rooms – the McKell Room, the Reid Room, and the Preston Stanley Room. The rooms are for use by members and

staff wishing to host various events such as public seminars, information sessions and education programs.

- The original Rum Hospital building within the Parliamentary precincts is one of the oldest buildings in the Sydney CBD, dating back to 1816. This year, the Facilities team has continued work to preserve the unique heritage of this historic building, restoring aspects of the historic interior that are showing signs of wear and dilapidation, including touching up paint work and wallpaper, replacing old carpet and ensuring the preservation of heritage features.
- The Facilities Branch completed a major project to upgrade toilet facilities in key locations around Parliament to improve accessibility for people with disabilities visiting Parliament. The branch installed accessible toilets on all minister, member and corporate accommodation floors. The existing facilities, dating back to the 1970s, were refurbished, and the imbalance between male and female bathroom facilities was also addressed, ensuring accessible, convenient and modern facilities that cater to everyone at Parliament.
- The safety and security of members, staff and visitors to the precincts is an ongoing priority for the Parliament. In the last financial year, the Facilities Branch completed a program of upgrades to security infrastructure and systems to ensure the appropriate balance between security and accessibility is maintained in the Parliamentary precincts.
- The Facilities Branch continued work to upgrade the fire and emergency detection system and emergency ventilation system in the past financial year. This included enhancing the smoke detection system in the Tower Block and upgrading the Emergency Warning and Intercommunication system.

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# Facilities Branch

## Plans for 2017–18

- The next financial year will see the construction of the Parliament's first purpose-built Education Centre. The Parliament of NSW plays a vital role in educating primary and secondary school students on the topics of civics and citizenship. The Education Centre will be built on Level 6 and will provide an all new facility for role-plays, seminars, debates and more, enabling the Parliament to offer education programs to more students than ever before.
- The Education Centre project will provide the opportunity to complete an upgrade of the Parliament's theatrette and other offices and services on level 6, including the building of an adult 'lift and change' facility to further improve the accessibility of the precincts.
- The Parliament's 35-year-old emergency back-up generator will be replaced to ensure capacity to meet the demand of electrical requirements within the parliamentary building complex during a prolonged power outage. In addition to providing power, the generator also provides essential thermal energy for water cooling and chilling to the Parliament, Sydney Hospital and the State Library. The upgrade will also improve our environmental sustainability by replacing the old generator with modern and sustainable alternatives.
- In the coming financial year, the Facilities Branch will replace the aging core components of the Parliament's broadcast system, ensuring the reliability of broadcasts from the Chambers and Committee Rooms and making sure the community has access to parliamentary proceedings.
- The Facilities Branch will continue work to improve ventilation systems to further prevent the spread of smoke throughout the building during an emergency.
- The Ceiling and Building Services Replacement project will commence in 2017-18, with the aim to replace the 35-year-old ceiling panels and building services systems in Parliament House, including pipes, air ducts and wiring. These upgrades will improve energy efficiency, prevent water leaks and help maintain a safe and healthy environment within the Parliament's buildings for years to come.
- The Facilities Branch will continue work to ensure the safety and security of members, staff and visitors to the precincts with a new program of capital works and security measures beginning in the next financial year.



The new McKell Room

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## Meet the Team

### Song Charoenkitti

Security Administration Officer  
Facilities Branch


When new members and staff begin working at Parliament, one of the first people they meet is Song Charoenkitti. As Security Administration Officer, Song is at the front-line of our security procedures, as she issues new-starters a security access pass on their first day of work.

But this is just one responsibility in Song's comprehensive remit to support the Parliament's security access system. She manages the maintenance of Parliament's CCTV system and works closely with the Legislative Assembly Corporate Services to maintain the alarm systems in all Electorate Offices across the state. Since joining the Facilities Branch team at Parliament in 2016, Song has developed great working relationships across the Parliament including with the NSW Police Special Constables, Information Services and Human Services teams, with whom she works on special projects as well as in daily operations.

Before joining DPS, Song honed her security skills and knowledge with five years working within the Emergency Planning and Response Group at the Sydney Opera House. Song says, "I thoroughly enjoy working in the security field. I enjoy learning new processes, adapting to changes and learning about new technology. Security is certainly not just 'a guard at the gate' industry and I take pride in providing services and guidance to our stakeholders." She says, "I feel very honoured to work in an amazing, historic building with a group of people who have a broad range of knowledge and experience that they bring into their roles."



*"I feel very honoured to work in an amazing, historic building with a group of people who have a broad range of knowledge and experience."*

A woman with dark hair, wearing a white lab coat, is looking towards a server rack in a data center. The server rack is filled with various hardware components, including network switches and server units. The background is a dark, perforated metal mesh. The text 'INFORMATION SERVICES BRANCH' is overlaid in white, uppercase letters on the right side of the image.

## INFORMATION SERVICES BRANCH

In an ever-changing technological and information management landscape, the role of the Information Services Branch is more important than ever to the successful operation of our modern Parliament. Throughout 2016-2017 the branch has worked hard to better understand the unique needs of Parliament through a collaborative and consultative approach.



The branch introduced the new DPS project management methodology to our major projects towards the end of 2016-17 to improve governance and ensure that changes to information systems are planned, agreed, communicated and implemented in ways that help members and staff adapt successfully. There has also been considerable focus on reviewing policies and systems, with a keen eye on monitoring industry best practice, to develop innovative and responsive services for members and staff.

The Parliament's information management, research and technology and communication needs are met by four specialised teams:

- **IT Services** provides reliable, responsive and secure information technology infrastructure, business systems and technical support for members and staff.
- The **Parliamentary Library** provides reference services, information awareness, cataloguing, and media monitoring for members and staff, and manages web content for the NSW Parliament. The Library is also responsible for the administration and compliance of records management for the three parliamentary departments, and management of the parliamentary archives.
- The **Parliamentary Research Service** prepares papers on legislation before the Parliament and on major issues of interest to members in a broad range of subjects including law, politics, government, environment, economics and social issues.
- **Parliamentary Reporting (Hansard)** provides an accurate, impartial and timely record of parliamentary and committee proceedings, making transcripts of debates available on the web within three hours of the words being spoken.

The branch is playing a major role in development of the Parliament's Master Plan, in particular on the major themes of developing a future 'Digital Parliament' and modernising our audio-visual and broadcasting capabilities. Additionally Matthew Dobson, Senior Manager, Parliamentary Research

Service, has been seconded to coordinate the development of the Master Plan for several months in 2017.

### Highlights in 2016–17

- In October 2016, the Parliament of NSW and the University of Sydney signed an Industry Collaboration Agreement to develop a collaborative relationship for education and research activities in fields of strategic priority and importance to both parties. In the first half of 2017, the partnership jointly delivered the Sydney University Interdisciplinary Research Program Unit. The Research Service produced two research briefs for four groups of students to respond to as part of a unit accredited by the University: INDP3000 – Interdisciplinary Project. The brief topics were drones, surveillance and privacy; and contemporary issues in social media. Following a successful Semester 1, this unit is again being delivered by the partnership in the second half of 2017.

- Following two years of preparation and work led by the Library, we made the digitised records of the First Council available through the Parliament's website in March 2017. Over 6,000 documents dating from 1824 through to 1855 and covering the establishment of responsible government can now be searched and accessed electronically. Included in this valuable set of records are tabled papers, bills, minutes of proceedings, reports of debates and correspondence, much of it handwritten and annotated. These documents are an irreplaceable record of the early history of Australia. They provide insight into the relationship between leading historical figures in early Australian history as they petitioned, negotiated and corresponded with the Council in relation to personal, business and political matters. The availability of the First Council material via the Parliament's website also provides historians, researchers and the general public with ready access to this invaluable resource. A launch was held in April 2017 with an interesting presentation by Carol Liston, The President of the Royal Australian Historical Society.

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# Information Services Branch

- The new Hansard Production System will form the basis of a table office production system and committee management system for the two House departments. New modules for bills, tabled papers and committees will be in use by early 2018, moving the Parliament towards a single centralised information management system.
- To enable advanced searching and to make Hansard data conform to modern standards, Hansard republished and reorganised over 4,000 transcripts dating back to September 1991 as part of the migration of data from Lotus Notes to SharePoint.
- In the 2016-17 financial year the Parliamentary Research Service published 32 papers on a diverse range of topics and completed 338 in-depth private research papers and notes for members. In July 2016, the Research Service released its first interactive publication – Regional labour force trends and NSW electorates (May 2016). This publication features an interactive map and graphs and was updated monthly over the course of 2016-17. The publication is the first step in a project aimed at delivering information for members through a user-friendly, interactive, web-based data visualisation interface.
- The Parliamentary Library reviewed the web content management, records management and parliamentary archives functions in an effort to improve efficiency and the effectiveness of services while providing staff with professional development opportunities. We will continue to look at how best we can provide services to members and others in a modern and changing environment.
- Work was completed on the build of a secondary data centre for the parliamentary network, allowing for the daily replication of business-critical network services to an off-site location. The commissioning of a secondary data centre allows for the switching of network services to an alternate location in the event of disaster. Associated with this, we have developed a disaster recovery plan for the restoration of IT Services at the alternate site following a disaster declaration.

## Plans for 2017–18

- We plan to start publishing to the Parliament’s website digitised documents from 1856-1901. Over 50,000 documents from both houses will be published.
- As part of our involvement with the NSW Government Graduate Program, we will take two graduates, on rotation with government departments, over an 18-month period in IT and Parliamentary Research.
- The Parliamentary Research Service is planning to expand the delivery of information for members through a user-friendly, interactive, web-based data visualisation interface. Census 2016 data is scheduled to be the next data set released in this format.
- We will work with TROVE – National Library of Australia to enable them to harvest our metadata to make digitised records searchable via TROVE. These documents will be accessible via the Parliament’s website.
- As part of the Parliament’s Master Plan, Hansard is considering options for expanding and improving upon the broadcasting and audiovisual services provided to members and the public such as the provision of livestreaming from committee hearings held outside Parliament House.
- We will replace the current telephone systems at Parliament and electorate offices with a modern unified communications platform incorporating all voice, messaging and video conferencing services.
- Information Services will introduce a suite of mobility apps providing for the approval of leave and purchasing requests from mobile devices.
- The parliamentary intranet will be made available to members and staff with mobile devices connected to the parliamentary network.
- We will upgrade parliamentary computers to Windows 10 and Office 2016 throughout the financial year.



## Meet the Team

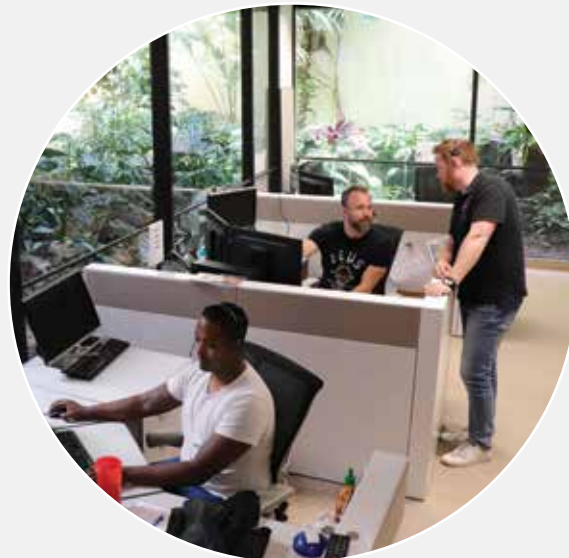
**IT Service Desk Team**  
Information Services Branch

As DPS enhances the technology we use to serve the Parliament, the role of the IT Service Desk grows ever more essential. The team is comprised of Ash Vali, Helen Johnston, Marcelo De Oliveira, Luke Marshall and Stephen Smith and together they assist members and staff across the Parliament and the Electorate Offices with expert advice on a range of IT issues.

On average, the team responds to 300 requests for assistance each week during non-sitting periods and up to 700 requests per week in sitting periods. Requests are made by phone, email or people dropping in to the Service Desk at Parliament House.

“We love being able to help people”, Luke says, “especially as we understand they are working hard and need to get back to it as soon as possible. I get great satisfaction from resolving complex issues.”

While no two days are the same, there are some common requests like password changes, onboarding of new staff, setting up printers and devices, and connectivity issues. Now and then the team encounters more curly issues such as unexpected software glitches or network errors that have never been seen before. Their combined experience in trouble-shooting and the team’s



commitment to getting to the bottom of even the most complicated issues make their service to the Parliament invaluable.

As well responding to requests for assistance, Luke, Ash, Steve, Helen and Marcelo also contribute their skills to major IT projects throughout the year. Currently they are contributing to enhancements to HEAT, the call-logging system for queries and issues, and the development and testing of the new Windows 10 operating environment. In the next financial year they will assist with the roll out of Windows 10 across Parliament and the Electorate Offices. They’ll also play a key role in implementing the new IP telephony system, which routes calls over the internet instead of public telephone lines, to be deployed in 2017-18.



## PEOPLE AND ENGAGEMENT BRANCH

The People and Engagement Branch is comprised of three teams – Parliamentary Education, Human Services, and Public Relations and Corporate Communications. Together these teams are responsible for providing expert services, advice and resources to the Parliament to ensure the welfare and development of members and staff, the planning and delivery of high-quality community engagement and education programs, and timely and effective communications and media management.



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

- **Human Services** provides advice and support on a range of human resource activities including payroll, work health and safety, training, recruitment, policy development and industrial relations.
- **Parliamentary Education** assists diverse audiences to appreciate the rich history of the Parliament and understand how the legislature works, through a program of lectures, seminars, workshops, school tours, role plays, children's interactive activities and theatrical re-enactments.
- **Public Relations and Corporate Communications** engages our stakeholders through corporate communications, marketing and branding, media relations, issues management, stakeholder relations and social media strategies.

#### Highlights in 2016–17

- In late 2016 we kicked off a Culture and Branding Initiative. We consulted the executive team, senior management and employees to devise an agreed set of values and a purpose statement for DPS. Human Services held a series of focus groups with all employees in the first half of 2017 and a team of 'culture champions' representing all branches of the Department was created to implement the purpose statement and values.
- In 2017, the Parliament hosted the *A Fit Place for Women* exhibition, which highlighted the amazing contribution that women have made to the NSW Parliament. Branch support for the exhibition included corporate support, garnering media coverage, event management services, producing publications to support the exhibition and staging a historical re-enactment of the motion to bring up a Bill by the first female member of the Parliament of NSW, Millicent Preston Stanley.
- The Human Services team has actively worked throughout 2016-17 to enhance diversity and inclusion in the parliamentary workplace through

initiatives such as engagement in Aboriginal Employment programs run by the Public Service Commission, improving the quality and accuracy of our diversity statistics, entering into a new partnership with Pride in Diversity and commencing work on a new Diversity and Inclusion Strategy for the Parliament.

- This year we outfitted a dedicated quiet room at Parliament House for parents and carers looking after children, as a part of NSW Parliament's strong support for creating a family-friendly workplace.
- We created a small exhibition to commemorate 50 years since the historic 1967 Referendum allowing Aboriginal people to be counted in the Australian Census and for the Commonwealth to make laws for Aboriginal people. We also enhanced our NAIDOC week celebrations by partnering with the Aboriginal Education Consultative Group.
- Human Services proceeded to the pilot phase of our Online SAP System project, which was expanded to include using mobile devices for approvals to further improve efficiency and convenience. The project is anticipated to be fully implemented by the end of 2017.
- The Parliamentary Education team continued its strong support for school groups. Some notable examples include our video-conferencing program for regional schools (reaching 41 regional electorates this year), collaboration with Women for Election Australia to run sessions with 100 year 11 female students and coordinating an intern program with the University of Sydney.
- The branch undertook significant improvements in how we communicate with parliamentary stakeholders, including the development and implementation of a monthly news and events hub on the Parliament's intranet, ensuring media coverage for the Parliament's community engagement initiatives, enhancing our social media presence and improving the quality of internal communications relating to capital works activities.

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# People and Engagement Branch

## Plans for 2017–18

- A new leadership program for the middle management team at DPS will commence in September 2017 to enhance their management and leadership skills. This leadership forum will form part of DPS' broader succession planning and senior management development strategy.
- 2017-18 will see the next phase of the Culture and Branding Initiative commence. The branch will work closely with the DPS 'culture champions' to embed the values and purpose statement more broadly across the organisation.
- The Human Services team has developed a training plan for 2017-18, which includes initiatives including implementing a Training Committee and rolling out communications and project management training. The emphasis will be on developing new e-learning modules including modules related to workplace behaviour and online inductions.
- The Human Services team have a series of operational improvements planned for 2017-18, including enhancements to payroll processing, increasing online services and a continuous improvement regime for the policy suite that supports the Parliament.
- The Parliamentary Education team has an exciting range of new programs for students planned for 2017-18, including a new Legal Studies program for secondary students (in conjunction

with the Legislative Council), the NSW Constitutional Convention for year 12 students, engagement with tertiary students via a project to review emerging technology and reviewing our online resources to improve their accessibility.

- Family Fun Day this year will feature ghosts from the Parliament's colonial past as well as very special exhibits related to key figures in NSW history. We are grateful for the continuing sponsorship from Faber & Castell to support art and craft workshops at this annual event.
- A professional education group will be established to discuss and share education ideas in the wider precinct that comprises the Art Gallery of NSW, the Reserve Bank, the Royal Botanic Gardens, the State Library of NSW, Sydney Living Museums, the Australian Museum and the ANZAC Memorial Hyde Park.
- In 2017-18 we will develop and implement ongoing communications support for the program of capital works. The next financial year will see the commencement of many works that will be directly visible to the public, requiring considerable care in media and stakeholder management to ensure members, staff and visitors are well informed.
- We are interested in finding new and interesting ways to engage the community via all forms of media, both traditional and social, ensuring a positive reputation for the Parliament and the development of lasting partnerships.



Family Fun Day 2016



Professor Larissa Behrendt discusses the 1967 Referendum

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## Meet the Team

### Helen Gors

Senior Manager, Human Services  
People and Engagement Branch

Helen commenced in November 2016 in the newly created role of Senior Manager, Human Services. She provides leadership to the Human Services team, which is responsible for recruitment, HR and WHS legislation, payroll and leave management, policy development, training and induction. One of the major drivers for her role is to develop Human Services' initiatives and programs that ensure services are aligned with the Parliament's strategic priorities, and are consistent with the requirements of the Public Sector Capability Framework.

Helen brings a wealth of human resource management experience, with over 25 years within the broader NSW public sector. Her experience covers all areas of human resources including, organisational development, HR operations, workforce planning, industrial relations and work, health and safety.



Since starting with DPS Helen has been involved in managing the DPS Culture Project, initiating monthly reporting and managing the team to provide high quality service. Helen says, "It has been a very exciting start to this new role. I have had to learn many things, including the workings of the NSW Parliament and the unique nature of the services offered by DPS. I see a lot of opportunity for continuous improvement within Human Services and look forward to working with my team on new projects."

*"It has been a very exciting start to this new role. I have had to learn many things, including the workings of the NSW Parliament and the unique nature of the services offered by DPS."*



## FINANCIAL SERVICES BRANCH

The Financial Services Branch of the Parliament is not your typical financial team. While it delivers professional and efficient financial services, it also includes the Members' Entitlements section: an administrative unit that is unique to parliaments. A section has also been established to oversee governance and the management of projects for the Parliament. All are tasked with the responsibility of looking after the financial accountability and governance of Australia's first and oldest Parliament.



The Financial Services Branch is comprised of three sections:

- The **Accounting Services** team is responsible for payment of accounts, invoicing and debt collection, preparation of taxation returns, preparation of monthly financial reports, asset accounting, annual financial statements, preparation of budgets, and overall financial management.
- The **Members' Entitlements** team is responsible for assessing and processing of members' claims; provision of education, training and advice to members in the use of their entitlements; and updating the Members' Handbook and other documents outlining rulings of the Parliamentary Remuneration Tribunal, legislative and administrative changes.
- The **Governance** team is responsible for coordination of business continuity planning processes, enterprise risk management, coordination of internal audit, corporate governance, insurance and operation of a newly established Project Management Office.

#### Highlights in 2016–17

- The Parliamentary Remuneration Tribunal (PRT) Determination 2016 represented the most significant change to members' entitlements for 15 years. It streamlined the current system, promoted an alternative approach for the treatment of high-volume low-value transactions, and provided members with greater flexibility in the use of their entitlements while maintaining suitable levels of accountability. A rapid implementation process occurred to support operation of the new Determination including conducting awareness training sessions for members and staff, development of new guidelines to support the changed entitlements and preparation of updated forms, accounting arrangements and reports.
- The implementation of the business continuity management program for the Parliament was completed during the financial year, improving the Parliament's readiness in the event of a business interruption. Highlights included completion of the IT Disaster Recovery Plan; a simulated sitting of the

Legislative Council at a Parramatta hotel; a full cutover to the Disaster Recovery site and processing of a payroll, members' entitlements claims and other accounts payable invoices in the SAP Production environment at the back-office business recovery site; set up of a SMS emergency texting system to maintain communication during business interruption events; signing of MOUs with four major hotels at Parramatta as potential alternative parliamentary sitting sites; and alignment of business continuity arrangements with the Department of Premier and Cabinet for Ministers and their staff and reciprocal arrangements.

- The Financial Service Branch met all statutory, Treasury and internal reporting deadlines for 2016-17 including monthly close within five working days. The Audit Office's Client Service Report on the 2016-17 draft financial statements did not identify any misstatements, which was the best result in recent years for the Parliament.
- The realignment of the Financial Services Branch structure has been completed and recruitment for all positions in the new structure is nearing completion.
- The Financial Services Branch played a lead role on the members' claims on-line system selection, SAP Procurement module upgrade and testing and integration between SAP, and the Micropower Events and point-of-sale system.
- We established a project management office and standardised project management methodology, processes and forms, conducted training and implemented reporting across the Department.
- Extensive work was carried out in implementing the NSW Treasury Financial Management Transformation initiative including the Prime system for all reporting and budget submissions and budget program reporting.
- The branch developed a webinar training system for use in training electorate office staff. It was also used for explaining changes in the 2016 PRT Determination.

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# Financial Services Branch

- New policy frameworks were established for Enterprise Risk Management and Procurement and the branch completed a significant update of the Parliament's Legislative Compliance Register.

## Plans for 2017–18

- The branch intends to complete the branch structure realignment and change management activities including the development of process manuals and staff training while maintaining service delivery standards.
- In the 2017-18 financial year we will complete systems improvement projects including the implementation of an online expense management system for members' entitlements claims to replace current paper forms, the rollout of the SAP Procurement upgraded module to a wider range of parliamentary users to facilitate greater use of purchase orders, and the integration of the Micropower Catering System and SAP.
- Financial Services intends to investigate options for public reporting of members' entitlements expenditure following a recommendation by the Auditor-General to the PRT. Our focus for 2017-18 is to complete a detailed consultation with members and report our findings back to the PRT.
- The branch will conduct further work with NSW Treasury on the Financial Management Transformation including a full implementation of the new Prime system for the submission of budget material and reporting by agencies and initial implementation work on the new financial management legislation and guidelines once released.
- We intend to investigate funding models for the Parliament of NSW with reference to developments in other Australian parliamentary jurisdictions and in consultation with Parliament's senior management, members and Presiding Officers.
- The branch will better support budget managers at Parliament through a business partnering approach with the Parliamentary Accounting team and we will assist managers to report monthly on their budget variations.
- The adoption of a zero-based budgeting approach for the 2018-19 DPS internal budget preparation process is planned for this financial year.
- We will complete the full implementation of new policy frameworks established for enterprise risk management, procurement and fraud and corruption control.
- We will further implement project management within the Parliament coordinated through the Project Management Office.

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## Meet the Team

### Tom Weir

Manager, Governance and Risk  
Financial Services Branch



Tom commenced with Parliament in February 2016 in the role of Manager Governance and Risk. His role requires him to oversee the design and implementation of our Enterprise Risk Management Framework, insurance, and the implementation and refinement of business continuity planning. In addition, as our Chief Audit Executive, Tom is responsible for the ongoing operation of the Internal Audit Function.

Tom has worked as a manager in Commonwealth, NSW state, and NSW local government. He has a Master's Degree in Business Administration from the University of Western Sydney (Hawkesbury), and has recently completed further courses in management with the Governance Institute, Australian Institute of Management and the Business Continuity Institute.

With 35 years of professional experience in the public sector, Tom brings in-depth experience in the

full range of corporate functions including procurement, records, personnel, assets, contract management, finance, property, policy writing, along with governance and risk management.

Since joining DPS, Tom has been heavily engaged delivering the Enterprise Risk and Procurement Frameworks. Tom says, "What I like about Parliament is that the work is varied and interestingly different from sector entities, and you have such good colleagues. It's really a nice place to work to achieve your best."

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## Inter-departmental governance committees

In late 2016 the Clerks and Executive Manager commenced a process to review the existing governance arrangements for Parliament's inter-departmental committees with membership drawn from all three parliamentary departments. The Deputies from DPS and the House departments were charged to complete the task. The inter-departmental committees include committees on WHS, policy, security, community access and engagement, information services, records and archives management and so forth. The committees ensure close collaboration between

the three departments on important corporate work for the Parliament. The terms of reference for each committee and group were refreshed to outline the remit and membership of each. Their operations have been formalised to provide structure for each group to a report back to the Clerks and Executive Manager. The new committees will be operational from September 2017. Each department also took the opportunity to review the membership of their own staff on each group balancing the individuals' areas of functionality, skills and development needs.



## PARLIAMENTARY CATERING

One of the most dynamic and creative sections of DPS, Parliamentary Catering is responsible for all food, beverage and function offerings in the spectacular dining rooms and event spaces of Parliament House. Catering provides members, staff and the public with an ever-changing array of delicious dining options, as well as managing functions for business and community groups looking for a unique and premium location to hold their events.



## Highlights in 2016–17

- Parliamentary Catering once again achieved an overall increase in revenue, resulting in the best end-of-year position to date. This was driven through the implementation of a number of initiatives, as well as cost-effective resourcing and modest price increases at a number of outlets.
- Due to the high demand and the success of High Tea in the House, Parliamentary Catering increased the frequency to twice monthly. Even with this increase, High Tea in the House continued to sell out weeks in advance. This is a testament to the iconic location overlooking The Domain and the delicious treats prepared by our team of expert chefs.
- A pop-up restaurant was established in the Strangers' Dining Room in the lead up to the Christmas, as well as during several non-sitting weeks throughout the year. This was the first time Parliament had opened the doors to its private dining spaces, and as a result there was great demand from the public to experience what it was like to dine in a space usually reserved for politicians. The pop-up restaurant was a great success and frequently fully booked.
- A new function room was launched in 2016-17. The Preston Stanley Room has state-of-the-art audio-visual facilities including drop-down screens, data projectors, a lectern and microphone. This venue is available for members and the public to hire for all-day conferences, breakfast events, evening receptions and dinners. This year also saw the launch of the Reid Room – an intimate dining room with its own private balcony overlooking The Domain.
- Parliamentary Catering was featured in a number of foodie publications including the Sydney Morning Herald Good Food Guide, TimeOut Sydney and the Sunday Telegraph. This publicity gave the team an opportunity to reach new diners and function coordinators who may not have previously been aware of the unique dining experiences available at NSW Parliament.

- The Parliamentary Gift Shop was refreshed with a whole new range of merchandise. The new range included items such as chocolates, USBs, stationery, teddy bears and polo shirts, as well as many of the popular items from the previous range. A display cabinet was installed in the Fountain Court space to ensure all visitors can see the great collection of souvenirs on offer and have the opportunity to purchase a memento of their visit to Parliament House.



High Tea in the House

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# Parliamentary Catering

## Plans for 2017–18

- 2016-17 saw the departure of the head of Parliamentary Catering, Philip Freeman, and Executive Chef, David Learmonth. With the exit of these valued employees came an opportunity to test the market, and to get some fresh eyes and new ideas. The Parliamentary Catering team welcomes Senior Manager, Lee Kwiez, and Executive Chef, Vanessa Harcourt, and we look forward to working with them to implement new and exciting initiatives in 2017-18.
- Parliamentary Catering will undertake a longer term planning strategy to ensure that the food and services offered continue to meet the needs of members, staff and the community. The team will consult with members to ensure we are providing the right services, at the right time, for the right price, as well as looking additional ways to grow revenue and reach a wider market of diners.
- The team will look for ways to expand the successful High Tea in the House beyond the

current offerings. Parliamentary Catering will look to secure groups from around NSW several times per month for private high tea functions, as well as continuing to promote twice-monthly High Tea in the House.

- The team will continue to market and promote our corporate event catering services to prospective customers in the private, government and community sectors. The team aims to increase the revenue from external events and functions hosted by Parliamentary Catering by 10 per cent on the figures for 2016-17 over the next twelve months.
- A review of the Parliamentary Catering website will be undertaken to see if there are new and better ways to engage with potential diners and function coordinators. Recognising the potential of a powerful website presence, the team will work to ensure the website becomes a hub of up-to-date information and that it clearly represents what Parliamentary Catering has to offer.



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## Meet the Team

### Binny Simon

Functional Coordinator  
Parliamentary Catering

Binny Simon is a key member of the Parliamentary Catering team and is responsible for ensuring the functions and events held at the Parliament House run smoothly and are of a high standard. Binny's role involves a lot of coordination, organisation and liaison to ensure all events meet client expectations.

Binny has over a decade of hospitality and customer service experience, and he puts these skills to good use here every day. Prior to commencing at Parliament House, Binny worked at the Shangri La Hotel Sydney, Accor Group Sydney and the Oberoi Group.

No two days are the same in Parliamentary Catering, and this is why Binny enjoys his role so much. "The dynamic environment of the team excites me. Whether it's a new event for the day or a couple of dietary requirements provided just minutes before the event commences, it just adds to the daily dose of action."

Binny particularly enjoys showcasing the various catering venues within Parliament to potential clients, who are often amazed at the blend of traditional and modern venues they find within the House. During his time here, Binny has also had the opportunity to observe the workings of government and the law making processes up close, and relishes the unique opportunity to learn more about how the state of NSW is run.



*"The dynamic environment of the team excites me. Whether it's a new event for the day or a couple of dietary requirements provided just minutes before the event commences, it just adds to the daily dose of action."*

# THE PARLIAMENT'S MASTER PLAN

The Parliament is currently undertaking a project to develop a rolling 10-year Master Plan. This exciting initiative is a first for the NSW Parliament and very much in line with the type of planning strategies undertaken by other institutions and organisations in New South Wales.

The Master Plan will provide a strategic outlook for the Parliament and determine what will be needed to support the Legislature, its members, staff and the community over the 10-year period from 2018–19 to 2027–28. It is an aspirational document, which recognises the Parliament's unique historical context in NSW.

The NSW Parliament is Australia's first and oldest Parliament. The Master Plan responds to the unique physical environment of NSW Parliament House, the Macquarie Street precinct and the physical diversity inherent in 98 electorate offices throughout the state. It will canvas the projects and maintenance works required to maintain our physical assets within the Parliamentary precincts and the network of electorate offices. In planning the required maintenance work and infrastructure upgrades of our physical assets, the Master Plan will ensure that we deliver an accessible, modern precinct that is fit for operational purpose, while also preserving and maintaining the significant heritage chambers, façade and meeting rooms.

The plan recognises the importance of accessibility in a modern Parliament while acknowledging the need for security in an increasingly complex global

## STRATEGIC DRIVERS

Technological evolution



Accessibility



Increased community interaction



Evolving workforce



Collaboration



Environmental sustainability



Security



Intergenerational interaction





threat environment. It promotes best practice and technical excellence in service delivery and recognises that this may require new workforce skills and capabilities.

A major focus of this first Master Plan will be determining our investment in digital information and communications technologies to support the work of members into the future.

The Master Plan is informed by the NSW Parliament Strategic Plan 2015-2019 and the broader strategic objectives of the three departments who provide services to the Parliament:

- Department of the Legislative Assembly (DLA)
- Department of the Legislative Council (DLC)
- Department of Parliamentary Services (DPS)

The Parliament's Master Plan is designed to provide a strategic decision-making framework for the future. This represents a move away from the traditional Master Plan that focused solely on the

management of physical assets or a 'physical space' to an organisational Master Plan. This approach will enable Parliament to consider those issues that impact on the way that we work across the organisation. It ensures that the Parliament approaches all future planning decisions in a co-ordinated and organised manner, enabling the institution to make decisions about the management of physical and digital assets that align with the organisation's strategic intent. This approach provides the basis for the successful implementation of projects across different work streams as well as retaining the flexibility to respond to emerging trends or other opportunities brought about by the introduction of new technologies or work practices.

This Master Plan offers a rolling 10-year plan of future work with a commitment to re-assessment on an annual basis. This annual review will ensure the ongoing strategic relevance of our planning efforts. The first iteration of the Master Plan will be completed by the end of 2017.

# MASTER PLAN

Services



People and change



Processes



## SERVICE NEEDS

Technology



Assets



## BENEFITS

- Enhanced infrastructure
- Improved safety and security
- Better staff engagement
- Enhanced community engagement
- Effective services and systems
- Better resource sharing
- Preservation of heritage
- More accessible services

# CELEBRATING THE ARTS AT PARLIAMENT



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## NSW Parliament Plein Air Painting Prize

The NSW Parliament Plein Air Painting Prize is all about recognising, fostering and promoting the art of plein air painting within our New South Wales communities. To paint 'en plein air' is to paint entirely outdoors with artists immersing themselves in the landscape and capturing vistas exactly as they see them come rain, hail or shine.

This year's winner was Blue Mountains artist Robert Malherbe, who claimed the \$20,000 Prize from a field of 41 other finalists. Malherbe's *Lithgow Wetlands* (right) was selected as the winner and was announced at an awards ceremony held at the Parliament.

Malherbe came to Australia as a young boy from the Mauritius, and has made a name for himself as an exciting artist whose trademark is dense impasto surfaces, a full and thick application of paint and a commitment to only painting from life. He has exhibited nationally for over a decade, with works recognised in the Wynne, Mosman and Archibald Prizes. He was also awarded the highly sought after Art Gallery of NSW Residency at *Cite Internationale des Arts* in Paris. As an acquisitive prize, *Lithgow Wetlands* became part of the permanent collection of the NSW Parliament, joining previous winners of the Prize including Guy Maestri, John Bokor, Isabel Gomez, Rodney Pople, Euan Macleod and Noel McKenna. The Parliament is honoured to support the artists who so beautifully capture the landscapes of NSW and to give their works pride of place on the walls of NSW Parliament House.



### Did you know?

The NSW Parliament Collection includes 670 original artworks with more than 90 artists represented, including Brett Whiteley, Judy Kassab, Augustus Earle, Olive Cotton, Max Dupain, Margaret Grafton, Julian Ashton, Helen Lempriere, Jeffrey Smart, My Le Thi, Peter Kingston, Elaine Haxton, Martin Sharp, Cressida Campbell, Esme Timbery, Charles Blackman, Elizabeth Rooney and Lloyd Rees. We also take pride in our role as custodian of numerous antiques of special historical significance to the people of NSW, including the Mace, the Black Rods and the ornate scissors used to officially open the Sydney Harbour Bridge.

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## Head On Photography Festival

The Head On Photo Festival is an annual celebration of all things photography, with workshops, exhibitions and talks held across Sydney. As a major venue partner, the Parliament was proud to again support the Head On Photo Awards with our sponsorship of the NSW Parliament Landscape Photography Prize, awarded to George Byrne for his work *Murwillumbah #1* (left). This year we were also delighted to introduce two new prize categories: the President's Prize and the Speaker's Prize. Paul Harmon received the

inaugural President's Prize for *The Calling* and Chris Round took home the inaugural Speaker's Prize for *Boat Hire Jindabyne*. The winning photographs were exhibited at NSW Parliament House and drew many visitors eager to see these wonderful works as they adorned the walls of the Fountain Court. The partnership between the Parliament and the Head On Photo Festival is a great example of the Parliament working with the arts community to promote and encourage local talent.







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# A Fit Place for Women: NSW Parliament

From January to April 2017 the Parliament mounted an exhibition entitled *A Fit Place for Women: NSW Parliament*. This was the third in a series of exhibitions that included *Twenty Five Stories from Australia's First Parliament* (2013) and *Politics & Sacrifice: NSW Parliament and the ANZACs* (2015).

Almost 70,000 people viewed the exhibition, making it one of the Parliament's most attended and successful exhibitions to date. The exhibition could not have been done without the support of the key sponsor, Maddocks, through the contribution of funding for the design, conservation, loans and the mounting of the objects. The Commonwealth Parliamentarian Association also made an important financial contribution to support the mounting of the exhibition.

In addition to the main display the Parliament also hosted events for schools and the community including a Young Women's Leadership Seminar and a re-enactment of the day Millicent Preston Stanley introduced the Infant Guardianship Bill in the Legislative Assembly Chamber.

Members, staff and visitors alike offered positive feedback on the exhibition, such as "I am amazed

at how much our women have achieved"; "I now know who Millicent Preston Stanley was and her significance to the Parliament"; "It was comprehensive, historical, well put together and a great subject"; "An eye-opener. Women are really under-represented".

The exhibition was jointly researched and curated by staff of the three parliamentary departments, working in close consultation with the offices of the Clerks and Presiding Officers. With limited space available in the Fountain Court, every effort was made to ensure that the display was as representative as possible of women from all political parties. The various profiles highlighted the significant contributions of women to the Parliament as campaigners, parliamentarians, community representatives and political leaders.

Naturally we were not able to tell every story – and there were a great many more that could have been selected. However, every woman member of Parliament was acknowledged by way of a timeline and video presentation within the exhibition. This timeline is being featured in the official exhibition publication. Women currently serving as parliamentarians are also being acknowledged through an anthology of personal essays.

*"I believe that women's questions are national questions and that national questions are women's questions, and it may be shown that a woman can take her place amongst the representatives of the people in the Parliament and play her part in the political life of the nation."*

*Millicent Preston Stanley, the first female member of the NSW Parliament.*



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# Parliamentary Service Awards

Each year the Parliamentary Service Awards are awarded to staff across the three departments in recognition of their loyalty, professionalism and outstanding contribution to the Parliament and the people of New South Wales.

In the past financial year we were delighted to recognise 20 long-serving DPS staff members and celebrate this milestone in their careers in the Parliament.

## 25 years

Neil Dammerel	Information Services
Demetrio Miraflor	Facilities
Lynette Sorenson	Information Services
Nhan Truong	Facilities

## 15 years

Linda Brooker	Information Services
Phil Herman	Facilities
Gary Tay	Facilities

## 20 years

Gavin Anderson	Parliamentary Catering
Debra Cole	Information Services
Andrew Henshaw	Information Services
Christine Lamerton	Information Services
Rebeca Uribe	Financial Services
Patricia Vega	Facilities

## 10 years

Megan Boonstra	Information Services
Feng Xia Chi	Facilities
Lourdes Gutierrez	Facilities
Julie Musgrave	Facilities
Ramia O'Connor	People and Engagement
Wade Wang	Facilities
Henry Zhuang	Facilities



# Financial Commentary

The net cost of services for the Department of Parliamentary Services was \$35.938 million and represents 25.4 per cent of the total net cost of services of the Parliament for the 2016–17 financial year. This reflects a favourable variance of \$632,000 or 1.7 per cent against the budget of \$36.57 million.

The main components of the variance include:

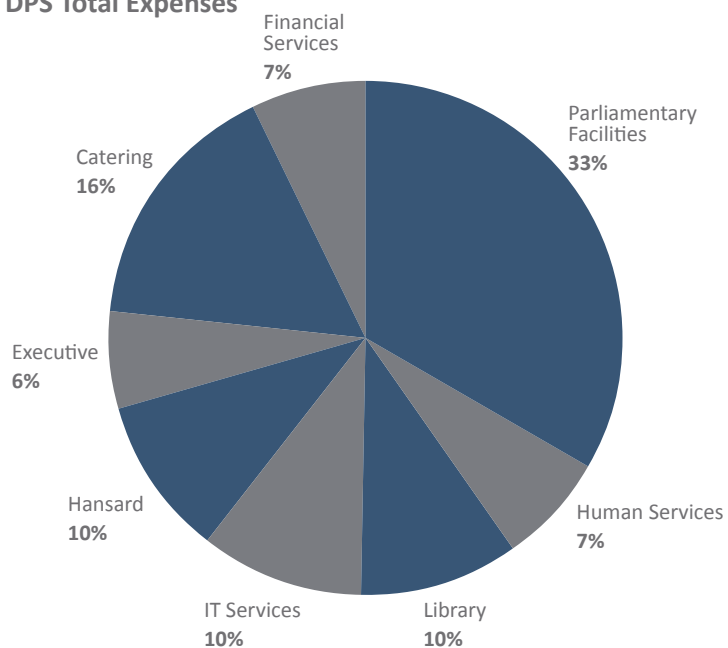
- Employee-related expenses being below budget by \$111,000
- Depreciation and amortisation being below budget by \$272,000
- Revenue being \$258,000 higher than budget, the main components being sale of goods and services of \$116,000 and other income of \$183,000.

The net cost of services was \$2.753 million higher than the previous year with the major item being depreciation and amortisation, which was \$1.893 million higher.

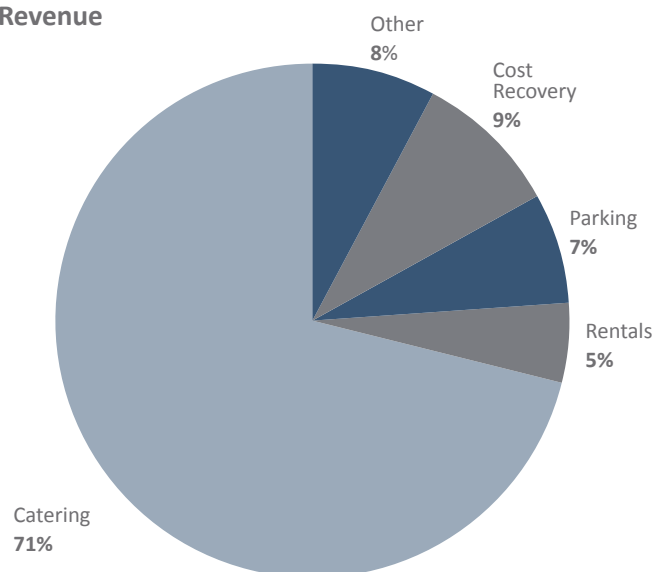
The catering activities, including the hosting of functions, generated 71 per cent of the Department’s revenue, which supports the operations of the Parliament and encourages community access.

Employee-related expenses accounted for 43 per cent of the total expenses of the Department of Parliamentary Services.

**DPS Total Expenses**



**DPS Revenue**



## Start of unaudited financial statements

### Department of Parliamentary Services Income Statement for the year ended 30 June 2017

	Actual 2017 \$'000	Budget 2017 \$'000	Actual 2016 \$'000
<b>Expenses excluding losses</b>			
Operating expenses			
Employee related	18,297	18,408	17,967
Other operating expenses	13,595	13,590	12,596
Depreciation and amortisation	10,447	10,719	8,554
<b>Total Expenses excluding losses</b>	<b>42,339</b>	<b>42,717</b>	<b>39,117</b>
<b>Revenue</b>			
Sale of goods and services	5,912	5,796	5,215
Grants and contributions	256	297	128
Other income	237	54	595
<b>Total Revenue</b>	<b>6,405</b>	<b>6,147</b>	<b>5,938</b>
Loss on disposal	4	—	6
<b>Net Cost of Services</b>	<b>35,938</b>	<b>36,570</b>	<b>33,185</b>

## End of unaudited financial statements



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# Appendix A

## Governance and Risk

### Audit and Risk Committee

The current Chair and members of the Audit and Risk Committee (the Committee) are Ms Carol Holley, Chair, Mr Alex Smith, member and Mr David Antaw, member. All members are independent and were appointed with effect from 1 June 2015.

The Committee meeting dates and attendance in 2016–17 were:

- 22 July 2016 (Carol Holley, Alex Smith and David Antaw)
- 16 September 2016 (Carol Holley, Alex Smith and David Antaw)
- 26 September 2016 (Carol Holley, Alex Smith and David Antaw)
- 5 December 2016 (Carol Holley, Alex Smith and David Antaw)
- 21 April 2017 (Carol Holley, Alex Smith and David Antaw)
- 16 June 2017 (Carol Holley and David Antaw).

### Internal audit

The Parliament's updated risk-weighted annual Internal Audit Plan for 2016–17 was endorsed in June 2016 by the Committee. At each meeting in 2016–17 the Committee considered progress against the internal audit plan; internal and external audit reports and the implementation of internal and external audit recommendations.

Other activities the Committee oversaw and monitored included:

- internal financial performance reports
- The Parliament's Early Close Procedures
- The Parliament's End of Year Financial Statements
- The Audit Office of NSW's Client Services Report and Management Letter
- Management's Representation Letter to the Audit Office of NSW
- business continuity planning project implementation
- business risk assessment and updated risk register
- new strategic internal audit plan for 2017–18.

During the course of 2016–17, the Committee received audit reports and management responses for the following internal audits:

- GST and FBT
- Procurement and Contracts
- Projects and Programs
- Members' Entitlements.

Four additional audits were commenced in 2016–17 and final reports will be submitted to the Audit and Risk Committee in 2017–18.

### External audit

The Committee noted the NSW Audit Office's opinion that the 2015–16 financial statements were a true and fair view of the Parliament's financial position. The Committee has worked with Parliament's management and the NSW Audit Office to advance the planning and timetable for the 2016–17 financial statements.

## Enterprise Risk Management

In March 2017 the Parliament conducted an annual refresh of its Strategic Risk Profile at a workshop facilitated by internal auditors BDO, which involved senior management from all three parliamentary departments. The outputs of the workshop included an updated Corporate Risk Register, and 2017–18 Internal Audit Plan both of which were endorsed by the Committee. The Corporate Risk Register is subject to formal quarterly review by management and the Committee, as is the efficacy of the approved risk mitigations.

In June 2017 the Committee endorsed the Parliament’s Enterprise Risk Management Framework. Parliament has long been mindful to have the necessary suite of risk and governance related policies and procedures to meet our unique obligations for members, staff, and the people of NSW. To further these endeavours a holistic framework has now been agreed between the three parliamentary departments. The framework is the intersection of all of the Parliament’s endeavours as they relate to the identification and management of risk and this is most effectively

done by embedding enterprise risk management in all key business processes.

## Business Continuity Management

Parliament has made significant progress in implementing our Business Continuity Management System in 2016–17, highlights include:

- desktop testing of Business Recovery Plans
- testing at the Business Recovery Site
- development of emergency SMS texting
- development of Memorandum of Understanding with commercial hotels to serve as additional Business Recovery Sites
- regular meetings of the Business Continuity Governance Group.

## Insurance

The Parliament’s insurance requirements are managed as part of the Treasury Managed Fund portfolio. The Parliament has been allocated GIO for all business insurance and Employers Mutual for workers’ compensation insurance requirements.

Fund Year Contribution	2012–13	2013–14	2014–15	2015-16	2016-17
Property	\$260,520	\$244,170	\$205,080	\$192,430	\$179,100
Workers’ Compensation	\$330,130	\$279,059	\$263,575	\$245,301	\$371,277
Motor	\$790	\$940	\$800	\$880	\$750
Liability	\$57,360	\$62,350	\$60,060	\$60,670	\$52,420
Miscellaneous	\$15,560	\$15,220	\$9,890	\$12,390	\$9,030
<b>Total</b>	<b>\$664,360</b>	<b>\$601,739</b>	<b>\$539,405</b>	<b>\$511,671</b>	<b>\$612,577</b>

Note: the movement in workers’ compensation premiums paid between 2015–16 and 2016–17 principally reflects an increase in the cost of sourcing insurance in the market place, as well as a Parliament’s recent claims history.

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## Appendix B

### Credit Card Certification

The Parliament has a Corporate Credit Card Policy and supporting procedures to define the requirements for the allocation and use of credit cards by parliamentary employees and ensure compliance with NSW Treasurer's Directions. The policy is available on the Parliament's intranet.

Cardholders are required to observe the policy and complete monthly reconciliations for review by the Parliament's Financial Services Branch.

The Department has 13 credit cards issued with individual limits ranging from \$5,000 up to \$20,000 and a total combined limit of \$120,000. Any expenditure must be authorised by a supervisor or manager with financial delegation. Any expenditure by the Executive Manager, Parliamentary Services is authorised by the Clerk of the Legislative Assembly or Clerk of the Parliaments.

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## Appendix C

### Consultants

There are no consultancies to report.

# Appendix D

## Workforce Diversity and Actual Staff Numbers

Remuneration level of Substantive Position	Total staff (Men, Women and Unspecified)	Respondents	Men	Women	Unspecified gender	Aboriginal and Torres Strait Islanders	People whose language first spoken as a child was not English	People with a disability	People with a disability requiring work-related adjustment
\$0 – \$45,800	0	0	0	0	0	0	0	0	0
\$45,800 – \$58,440	32	32	11	21	0	0	17	1	0
\$58,440 – \$68,929	12	11	7	5	0	0	4	0	1
\$68,929 – \$83,935	32	31	16	16	0	0	9	0	0
\$83,935 – \$108,373	42	38	21	21	0	0	9	0	0
\$108,373 – \$135,045	49	47	20	29	0	0	7	0	0
\$135,045 > (Non SES)	10	10	7	3	0	0	0	0	0
\$135,045 > (SES)	1	1	1	0	0	0	0	0	0
<b>Total</b>	<b>178</b>	<b>170</b>	<b>83</b>	<b>95</b>	<b>0</b>	<b>0</b>	<b>46</b>	<b>1</b>	<b>1</b>



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# Appendix E

## Work, Health and Safety and Injury Management

The Department of Parliamentary Services is committed to ensuring the workplace health and safety of our employees as well as that of visitors. Work Health and Safety is an important component of staff inductions and is maintained wherever possible through our policies and through the actions of management and staff.

There were 18 reported WHS incidents (including near misses and actual injuries) reported during the past financial year for DPS.

	No. of incidents	Near misses	Slips, trips and falls	Strains	Other	Lost time
DPS (overall)	18	10	4	2	2	3*

Strains = includes manual handling incidents

Other = all other incidents not categorised

\*This figure records only the incidents out of the 18 noted above that actually resulted in lost time. These are not additional incidents.

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## Appendix F

### Wage and Salary Movements

The NSW Public Sector-wide Crown Employees (Public Sector – Salaries 2008) Award was varied to provide a 2.5% salary increase from July 2016 for the following 12 months. Changes to this award also apply to the Crown Employees (Parliament House Conditions of Employment) Award 2010. The Parliament House Award contains the pay rates for parliamentary department staff. An identical increase was also applied to members' staff via an increase to salaries contained in the Members' Staff Conditions of Employment – Determination of the Presiding Officers.

The Statutory and Other Officers Remuneration Tribunal Determination of 15 July 2016 increased the salaries of the Clerks, Executive Manager, DPS and Deputy Clerks by 2.5% from 1 July 2016.

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## Appendix G

### Public Interest Disclosures

As per Section 31 of the *Public Interest Disclosures Act 1994*, all agencies are required to report on their Public Interest Disclosures (PIDs).

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

No public officials made a PID to the Department of Parliamentary Services (DPS) during this reporting period. No PIDs were received and no PIDs were finalised in the reporting period.

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# Appendix H

## Library Research Publications

Jun 2017	<i>Foreign political donations</i>
Jun 2017	<i>Euthanasia and assisted suicide</i>
May 2017	<i>Privatisation in NSW: a timeline and key sources</i>
May 2017	<i>Abortion law: a national perspective</i>
Apr 2017	<i>NSW Economic Update Autumn 2017</i>
Mar 2017	<i>Demand, deposits, debt: Housing affordability in Sydney</i>
Mar 2017	<i>The National Disability Insurance Scheme</i>
Feb 2017	<i>Social Impact Bonds and recidivism. A new solution to an old problem?</i>
Jan 2017	<i>NSW Economic Update Summer 2017</i>
Dec 2016	<i>Justice reinvestment</i>
Oct 2016	<i>NSW Economic Update Spring 2016</i>
Oct 2016	<i>Compulsory acquisition of land: A brief legislative and statistical overview</i>
Sep 2016	<i>Biodiversity Conservation Bill 2016 and Local Land Services Amendment Bill 2016</i>
Sep 2016	<i>Threatened species legislation in NSW: a recent history</i>
Aug 2016	<i>Trends in NSW State finances: 2002–03 to 2016–17</i>
Aug 2016	<i>Illegal drug use and possession: Current policy and debates</i>
Aug 2016	<i>Local Government Amendment (Governance and Planning) Bill 2016</i>
Jul 2016	<i>NSW Economic Update Winter 2016</i>
Jul 2016	<i>The NSW greyhound racing industry</i>



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