

DEPARTMENT OF
PARLIAMENTARY
SERVICES

ANNUAL REPORT 2018

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 Mr President,

I am pleased to submit to you for tabling in each house the annual report for the Department of Parliamentary Services (DPS), for the year ended 30 June 2018.

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 2017–2018 financial year, providing information and statistics relating to our outputs and planned initiatives for the future.

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

Yours sincerely,

Mark Webb
Chief Executive
Department of Parliamentary Services

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Department of Parliamentary Services

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PRESIDING OFFICERS' FOREWORD

Ten years ago, the Presiding Officers of the day took the initiative to streamline how services are delivered to Parliament by creating a dedicated Department of Parliamentary Services (DPS). The Presiding Officers envisaged a centralised department designed to deliver high-quality corporate services, expert advice and efficient, cost-effective facilities to members and staff. In 2018 we reap the benefits of this decision and celebrate 10 years of achievements by the Department of Parliamentary Services.

As we mark the department's first decade, we also note the important work undertaken this financial year to prepare the Parliament for the challenges and opportunities of the future. Throughout 2017–18 the department collaborated effectively with the Department of the Legislative Assembly and the Department of the Legislative Council to develop a comprehensive 10-year Master Plan for the Parliament. The Master Plan provides a strategic outlook for the Parliament and determines what will be needed to support the Legislature, its members, staff and the community over the next 10 years.

This was also a year for honouring the rich historic value of the Parliament's built environment with the department completing major works to restore the heritage-listed parliamentary buildings. This major program of works served not only to preserve the heritage of this remarkable place but also to ensure the parliamentary precincts function effectively to support a modern parliament, now and into the future.

Capital works have also improved how Parliament serves the New South Wales community. The Parliament will soon have its first-ever dedicated Education Centre. This purpose-built learning space will increase our capacity to welcome primary and secondary students from across the state as they expand their civics education right in the heart of the state Legislature.

We congratulate the department on 10 years of high-quality service delivery to the Parliament and we extend our thanks to the department's leadership team and staff for their ongoing commitment to providing professional and efficient services to enable the Parliament to serve the people of New South Wales.

The Hon Shelley Hancock MP
Speaker of the Legislative Assembly

The Hon John Ajaka MLC
President of the Legislative Council

On 2 June 2018 DPS celebrated a major milestone – our 10-year anniversary. DPS was created to deliver services to all members and staff, and to support the operation of the institution of Parliament as a whole.

The department was designed to enable efficiency and consistency in the delivery of information technology and facilities services, human and financial services, catering, library and research services, Hansard and education. This anniversary offered an opportunity to reflect on the department's many achievements in pursuit of those goals.



As well as learning from the past, this year DPS has very much turned towards the future. The first iteration of our Master Plan, a rolling 10-year view of the infrastructure, technologies, services and capabilities needed to enable the Parliament, was completed. The Master Plan gives us, for the first time, a robust framework to conduct our more detailed planning it. It is also the foundation that allows us to ask the question 'What does an excellent, 21st-century, Westminster-based Parliament look like?' I'd like to acknowledge the hard work of everyone across all three parliamentary departments, and I particularly thank my Deputy Chief Executive, Julie Langsworth, and our head of research, Matthew Dobson, for their excellent work guiding and coordinating this ground-breaking piece of work.

Our capital works program has continued at pace. This year we delivered many projects across all streams of the department. I am especially proud of our work to create the new Education Centre for the Parliament. The Education Centre will open in October 2018 and it is estimated the new centre could enable a 50 per cent increase in school

visitations within five years. The construction of the Education Centre is part of a wider project that included the refurbishment of the Theatre, the installation of a 'Lift and Change' facility, and other work health and safety, and accessibility improvements.

Our focus on culture continued, and I have been amazed by the passion with which DPS staff members have contributed. Our new purpose statement – Enabling the Parliament, serving New South Wales – clearly states why we are all here. Our values articulate our ambition to have an organisation that embodies excellence, innovation, collaboration, integrity and service. During the course of the year, we collectively engaged with ideas on how to make our desired culture live, and I've been overwhelmed by the proactive approach so many teams are taking.

All the outcomes that DPS has achieved would not be possible without the support and leadership shown by Speaker Hancock and President Ajaka and the hard work of their respective offices. I would also like to acknowledge the importance of the collegiate working relationship between DPS and the two house departments, ably led by my colleagues David Blunt and Helen Minnican.

But as always, my last word goes to the women and men who are the heart and soul of DPS. My expectations are always high, and it is beyond gratifying to work in an organisation that goes out of its way to exceed those expectations. Congratulations on 10 wonderful years of service to the Parliament of NSW, and here's to many, many more.

I am proud to present this annual report for 2017–18.

Mark Webb
Chief Executive
Department of Parliamentary Services

STAFF OF THE DEPARTMENT OF
PARLIAMENTARY SERVICES 2018
IN THE JUBILEE ROOM.



Overseen by the Chief Executive, the Department of Parliamentary Services provides professional services and support to members of Parliament and staff to ensure the institution functions effectively for community of New South Wales.

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.

It has been a busy year for DPS with a particular focus being the development of a Master Plan for the Parliament. This initiative provides a strategic outlook for the Parliament and determines what will be needed to support the Legislature, its members, staff and the New South Wales community over the next 10 years.

In 2017–18 we continued to deliver our large and ambitious capital works program, which included a major project to construct a new Education Centre. We ran a number of successful education programs, including an exhibition to commemorate 50 years since the 1967 Referendum. We enhanced opportunities

for the community of New South Wales to engage with Parliament via social media platforms including Facebook and Instagram. These achievements were in addition to the continued delivery of our core business services and strategic objectives, which represent the bulk of the work undertaken by DPS.

This has been another successful and productive year for DPS. We thank our colleagues in the Departments of the Legislative Assembly and Legislative Council for their support and collaboration, and we look forward to further developing this strong relationship into the future.

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 EXECUTIVE MANAGEMENT TEAM

Robert oversees the management of the Parliament's physical environment. With 14 years' experience managing facilities services at Parliament, Robert manages a large team that includes building managers, the capital works team, engineers, security personnel, cleaning staff and administrators. Together they are dedicated to providing a functional, safe and secure working environment for members and staff.

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

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 considerable expertise garnered during his tenure in senior executive roles in both the private and public sectors.



Robert Nielsen
Director,
Facilities Branch

Julie Langsworth
Deputy Chief Executive
Director, People and
Engagement Branch

Mike Price
Director,
Information Services Branch
and CIO

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 the New South Wales and Commonwealth public services.

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

With 22 years' experience in senior financial and corporate roles in the New South Wales public sector and six years as Director Financial Services at DPS, John is well placed to navigate the Parliament through increasingly tight budgets. John oversees the Finance Branch, which encompasses the Members' Entitlements, Account Services and Systems, and Parliamentary Accounting teams.



Mark Webb
Chief Executive, DPS

Lee Kwiez
Senior Manager,
Parliamentary Catering

John Gregor
Director,
Financial Services Branch
and CFO

THE LEADERSHIP TEAM

From left to right:

Vanessa Harcourt – Executive Chef

Matthew Dobson – Senior Manager, Parliamentary Research Service

Mike Price – Director, Information Services Branch and CIO

Julie Langsworth – Deputy Chief Executive, DPS and Director, People and Engagement Branch

Neil Dammerel – Senior Manager, IT Services

Lee Kwiez – Senior Manager, Parliamentary Catering

Mark Webb – Chief Executive, DPS

Scott Fuller – Editor of Debates, Hansard

Renita Lee – Senior Manager, Capital Works

Tass Miroforidis – Acting Senior Manager, Members' Entitlements

Brett Wright – Building Infrastructure and Services Manager

Robert Nielsen – Director, Facilities Branch

Jeannie Douglass – Senior Manager, Parliamentary Education

John Gregor – Director, Financial Services Branch and CFO

Andrew Veitch – Senior Manager, Parliamentary Accounting

Helen Gors – Senior Manager, Human Services

Carlos Andrade – Operations Manager, Parliamentary Catering

Absent: Malik Arunachalam – Manager, Account Services and Systems,

Deborah Bennett – Parliamentary Librarian.



ORGANISATIONAL STRUCTURE

Speaker, Legislative Assembly

President, Legislative Council

Chief Executive *Mark Webb*



PEOPLE AND ENGAGEMENT BRANCH

The People and Engagement Branch comprises the following sections:

- **Human Services**, incorporating human resources, payroll, work health and safety, training, recruitment, workforce planning, policy development and workplace relations
- **Parliamentary Education**, with a focus on civics education programs for primary and secondary schools, videoconferencing for rural and regional schools, tertiary students including the parliamentary interns program and community engagement programs, social media, publications, events and exhibitions.

The responsibilities of the People and Engagement Branch are principally:

- provision of expert service, advice and information to support members, members' staff, parliamentary staff
- development and delivery of education programs for schools, universities and community groups aimed at explaining the role of the NSW Parliament
- ensuring a high level of communication on parliamentary functions and activities to a range of stakeholders including members, members' staff, parliamentary staff and the community.

Highlights over the past year

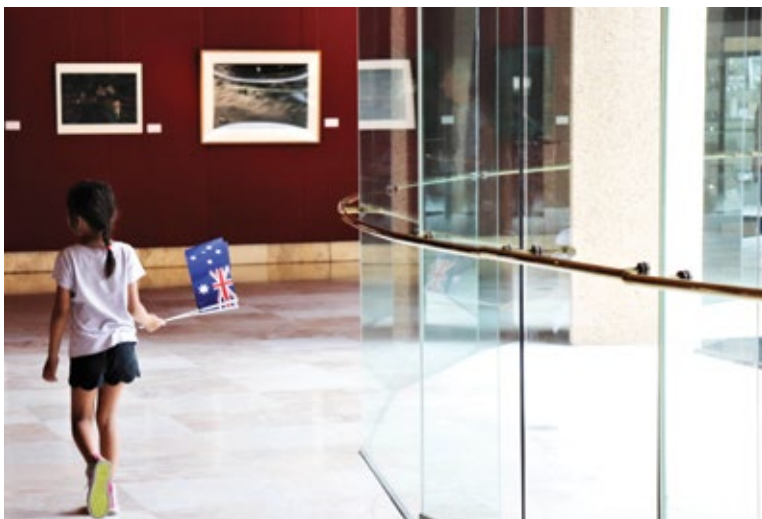
- The culture and branding initiative commenced in the previous year was implemented with the further embedding of the DPS values and purpose statement,

and department-wide training on employee self-awareness and team building.

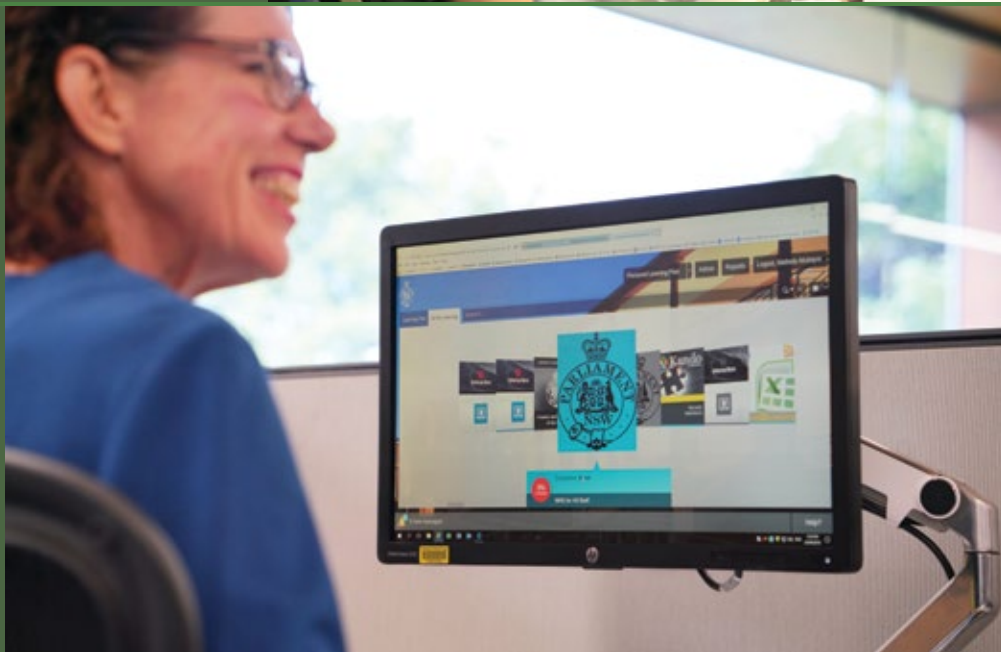
- Human Services collaborated with Information Services on the implementation of enhancements to payroll processing including online claims with a mobile solution.
- The Human Services team organised an innovative leadership development program for the middle DPS management team to enhance their management and leadership skills. This forms part of the broader DPS succession planning.
- Human Services continued reviewing Workplace Relations and Safety policies and the WHS intranet page was updated with new graphics for improved impact. We also introduced two new online WHS modules and we completed site inspections of all members' offices in the tower block section of Parliament.
- The Human Services team underwent a realignment to its structure to ensure continual improvement and enhanced service to our clients. In addition, the new structure provides career development and succession planning.
- In December, the Education team launched the Parliament's Instagram presence to engage the online community with the events, functions and exhibitions hosted at Parliament, as well as to feature the historic and heritage details of the Legislature. Posts are also used to explain the procedures of a modern parliament. Our followers have increased rapidly over only 80 posts to reach 1,060 followers.

- Through small exhibitions in the Legislative Assembly foyer, Parliamentary Education aims to highlight significant events in the state's history, and to inform and engage visitors waiting in the reception area for events, functions, committee hearings and meetings. The two exhibitions this year – Commemorating 50 years: 1967 Referendum and Indignation in the Colony: The Failed Royal Assassination - have attracted much interest and resulted in related public events to complement the displays, drawing in a wider audience to the Parliament.

- At the beginning of the school year we emailed specially designed informative flyers to all New South Wales schools encouraging them to complement classroom studies with a visit to Parliament for school chamber tours. Accordingly, the number of schools visiting has increased by 30 per cent over the last two terms.



A YOUNG VISITOR EXPLORES
PARLIAMENT ON AUSTRALIA DAY.



- Strengthening our collaboration with the University of Sydney, keynote speakers from the Law Faculty and the Government and International Relations Department have attracted new audiences for our community engagement events at the Parliament.
- With a graphic designer now employed in the Parliamentary Education team, graphic material of a high professional standard has been produced for two small exhibitions, including expertly designed collateral to engage with audiences across a range of media.

Plans for 2018–2019

- Human Services is collaborating with all branches within DPS as well as the house departments to implement a new on-boarding system. HR Onboard will make the experience for new Parliament staff a seamless online process.
- Human Services has developed a number of e-Learning modules, which will be compulsory for all parliamentary staff, to deliver compliance information like Code of Conduct and WHS more easily.
- In 2018–19, Human Services will undertake planning and implementing the management of 2019 NSW State Election. This will include managing staff separations and activities related to employing and inducting new members and members' staff.
- The new Education Centre is approaching completion and the challenge will be to develop new and exciting ways to engage the full range of students in this learning space.

- A new cultural precinct group was formed in late 2017 and together the eight participating institutions aim to share ideas, collaborate on projects and create joint events in our learning quarter to inform and engage the community in our work.
- In July a multidisciplinary student group from the University of Sydney embarked on a project to engage 18–25 year olds with the work of the Parliament, predominantly through inventive ways of using social media.



PARLIAMENT WELCOMES VISITORS ON OUR ANNUAL FAMILY FUN DAY.



MEET THE TEAM



Scarlett Hurst

Digital Engagement Officer
People and Engagement Branch

Scarlett Hurst started in the newly created role of Digital Engagement Officer in October 2017. Her role is to provide guidance and advice on engaging the public with the work of the Parliament across a number of digital platforms. Scarlett contributes to the planning and management of events, as well as devising new and thought-provoking ways to engage online audiences with the work of the Legislature. She has been particularly effective in providing project coordination support for the two annual art prizes at Parliament.

Scarlett's major driver is to develop the Parliament's online presence with the aim of connecting with a new generation of voters with the Legislature. She comes to the Parliament with a depth of experience gained during her career in digital and social media in the private sector.

Scarlett was instrumental in the launch of the Parliament's Instagram presence and has successfully forged productive collaborations with the house departments across social media platforms. Scarlett has made a significant contribution to the Parliament in a very short time with her energy, enthusiasm and creativity.

"This new role combines long-standing traditions of democracy with public engagement using new media tools and technologies. I've been able to use my skills in digital communication to further connect with people online and educate the public on how the Parliament works for them."



MARTA LESCANO (ABOVE)
SANTIAGO NAVES GOMEZ (LEFT),
AND CARMEN VEJARANO (BELOW)
ARE PART OF THE TEAM THAT
TAKES CARE OF THE HISTORIC
PARLIAMENTARY BUILDINGS.



FACILITIES BRANCH

The Facilities Branch is responsible for maintaining and enhancing the physical environment of the parliamentary precincts. The branch manages building repairs, maintenance and capital works at Parliament House, as well as security services. These important 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 New South Wales.

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 ensuring compliance with building and accessibility regulations. The Facilities Branch undertakes large-scale planning to scope out future areas of capital and maintenance work for the next decade to optimise our physical infrastructure.

The four key service areas of the Facilities Branch include:

- **building infrastructure services** including cleaning, telephone switchboard, procurement, loading dock and car park management
- **security** including access control, CCTV, emergency evacuation policies and procedures, and contract management of services provided by NSW Police Force Security Management Unit



SAM TRUONG, BUILDING TECHNICIAN, MONITORS THE PERFORMANCE OF THE NEW GENERATORS.

- **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 over the past year

- This financial year the Facilities Branch replaced Parliament's 38-year-old emergency back-up generators. The generators provide essential electricity to the central thermal energy plant, which supplies air-conditioning, and chilled and hot water water to Parliament House, the Sydney Hospital and the State Library. The new generators increase electrical supply capacity to meet demand of the Parliament complex during prolonged power outages. The upgrade is a sustainable alternative to the old equipment.
- Major projects have been completed to improve access to Parliament for people with disability. We have installed a 'Lift and Change' facility, which provides an adult-sized change table and hoist. It will be available for use from September 2018. The completion of the Disability Access Toilets project means there are now accessible toilets and showers on all corporate and member levels throughout the precincts. Prior to the completion of this project, the only accessible bathrooms and toilets were on level 7. This project has also addressed the imbalance in men's and women's bathroom facilities at Parliament. Finally, there is also a proposal for funding that will address the physical accessibility at Parliament House.
- This year the Facilities team has continued work to preserve the heritage of the precincts. We have restored aspects of the historic interior that were showing signs of wear and dilapidation, including touching up paint work and wallpaper, replacing old carpet and ensuring the preservation of heritage features. Parliament House is a complex of five historic buildings that are state heritage listed due to their exceptional cultural and historical significance. Built in 1811, the northern wing of the former Rum Hospital is one of Sydney's oldest surviving public working buildings. Around this historically significant nucleus is the group of parliamentary buildings including the Legislative Assembly Chamber (1842), the Legislative Council Chamber (1856), the Speaker's Wing (1891), the Jubilee



NEW ACCESSIBLE 'LIFT AND CHANGE' FACILITY (ABOVE),
REFURBISHED PRESS GALLERY OFFICES (RIGHT) AND
THEATRETTE (BELOW).



Room formerly the Parliamentary Library (1904–1906),
and the President's Wing (rebuilt 1980).

- The Parliament of New South Wales plays a vital role in educating primary and secondary school students. The Parliamentary Education team supports the chamber teams who currently deliver tours and to around 8,000 primary and 3,000 secondary school students each year. The construction of a purpose-built Education Centre at Parliament will provide a much-needed opportunity to increase the number and scope of education programs offered. The centre will be accessible every week day and will provide the added capacity of increasing tours in the sought-after morning period. The Education Centre will open in October 2018 and it is estimated the new centre could enable a 50 per cent increase in school visits within five years.
- The construction of a new purpose-built Education Centre is part of a wider project, which also included work to create modern, WHS-compliant offices for the press gallery, refurbishment of the Theatrette and other WHS and accessibility improvements. The refurbishment of the press gallery accommodation was completed in February 2018.

Plans for 2018–2019

- The ceiling and building services replacement project began this year and will 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. Other infrastructure benefits include repairing the roof membrane before deterioration is beyond repair and avoiding water penetration to the offices in the tower block building, reducing of the possibility of leakages, and protecting the cooling systems for Parliament. Overall this will minimise the need for future remediation works and overall maintenance costs to address damage and deterioration.
- The strategic security measures project will improve security systems that support a safe and secure environment, meeting the needs of a modern parliament and its members, staff and visitors. This will minimise the exposure of NSW Parliament House to potential security breaches and critical incidents, protecting the welfare of building users and visitors, and preserving the unique heritage attributes and assets of NSW Parliament House. We are committed to ensuring an appropriate response to the National Terrorism Public Alert System level that was raised to 'probable' in 2014.
- The emergency ventilation project will provide a substantial increase in safety for the occupants of the building with a series of non-invasive performance solutions for the fire detection and smoke control systems at Parliament. The solutions will allow for compliant smoke compartmentalisation and help us better manage fire safety within the parliamentary buildings. As part of this project, smoke exhausts, fire-rated wiring, fire shutters, car park vehicle ramp fire shutters, fire panel and warning system will be upgraded.

MEET THE TEAM

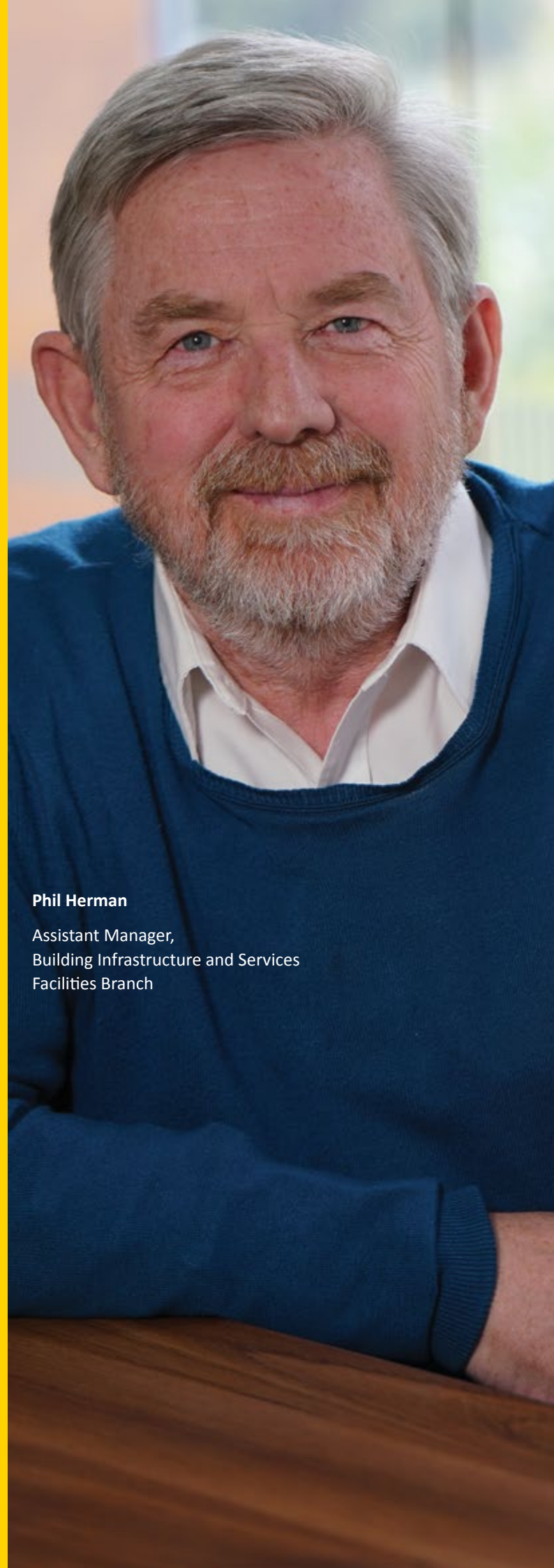
Phil is easily spotted in Parliament House as he oversees a number of the team's responses to minor work building requests, cleaning and maintenance of the Facilities Asset Management System and Control Plant and contractors – all of which are vital to the use and enjoyment of the building by the public, members and staff.

But this is just one part of Phil's comprehensive remit to support Parliament's built environment. He also plays a key role in major building projects notably the recent updates to the broadcasting systems core components and he will continue to be vital in efforts across a number of branches to ensure its smooth delivery through regular testing.

During his tenure at Parliament Phil has held a number of positions including electrician for 12 years and Assistant Manager of Building Infrastructure and Services for the past five years. Past key infrastructure works in which he played a central role include the installation of all wiring for security cameras in the building, infrastructure supply updates to improve the reliability of energy to essential systems for Parliament and neighbouring properties, broadcasting and IT systems as well as the installation of the main switch board in the building – all systems fundamental to the building's security, energy and technology.

Phil has an in-depth knowledge of electrical components, the maintenance and repair of electrical infrastructure, and business management and operations. Before joining Parliament he worked as an electrician at the Sydney Tower where he was responsible for changing the flashing light or 'eye' at the top of the tower – 309 metres above ground! Additionally, he owned and operated his own contracting business for over 12 years.

"I enjoy the everyday challenge of keeping the building and all of its systems operational."



Phil Herman

Assistant Manager,
Building Infrastructure and Services
Facilities Branch



INFORMATION SERVICES BRANCH

As technology and information management continues to evolve, the role of the Information Services branch is vital to the successful operation of our modern Parliament. Throughout 2017–18 the branch has worked hard to better understand the unique needs of Parliament through a collaborative and consultative approach.

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

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

Highlights over the past year

- The branch played a major role in development of the Parliament's 10-year Master Plan, in particular on the major themes of developing a future 'Digital Parliament' and modernising our audiovisual capabilities. Matthew Dobson, the senior manager of our research service, was seconded to coordinate the development of the Master Plan for several months in 2017-18 and drafted much of its content.
- The branch introduced the new DPS project management methodology to our major projects to improve governance – through project boards with membership from all three parliamentary departments – and ensure that changes to information systems are planned, agreed, communicated and implemented in ways that help members and staff adapt successfully.

PRESERVING THE TREASURES OF
THE PARLIAMENTARY ARCHIVES



- IT Services made considerable progress on a major project to replace old telephony in Parliament House and the electorate offices with a modern unified communications platform based on VOIP (voice over internet protocol) technology. The project, which will be completed in 2018-19, will deliver significant technology support for mobile and flexible working for members and parliamentary staff, as well as modern videoconferencing and presentation technology in meeting rooms.
- The branch led the parliamentary information management systems (PIMS) project, in close collaboration with the house departments, which delivered further major stages in the move from obsolescent Lotus technology to a modern SharePoint platform, including the management and publishing of bills, committees and member information.
- The Parliamentary Library hosted the Association of Parliamentary Libraries of Australasia (APLA) Reference and Research Symposium in April 2018.
- The library conducted a valuation of its rare book collection. This was done book by book rather than by sample, which had been done previously. The collection was valued at over \$6.5 million overall, with the Settlers' Muster Book of 1800 our most valuable resource, valued at \$2 million.



- To reduce the impact of extended working hours, Hansard boosted its numbers during peak periods through the use of casual staff. In addition, the investment in the training and development of the casual staff has helped to create a pool of potential recruits for Hansard.

Plans for 2018–2019

- We will develop a vision for the 'parliamentary library of the future' to be included in the Master Plan, reflecting how new technology and changes in members' needs will lead us to transform the library.
- We will participate in the Sydney University Interdisciplinary Research Program, working with students whose research task is to investigate a way to collect, archive and analyse MPs' social media. The library is also planning to collaborate with University of Technology Sydney's Public History Department on using data visualisation and virtual reality techniques to study and bring to life historical parliamentary documents.
- We will submit a business case to Treasury to replace Parliament's audiovisual systems over a three-year period, as outlined in the Master Plan, to bring modern broadcasting and video services to the NSW Parliament.
- We will submit a 'Digital Parliament' business case to Treasury to create a strategy and implementation plan for cloud and digital transformation of the Parliament's information technology, and to continue the PIMS project to deliver more comprehensive SharePoint functionality and complete the decommissioning of obsolescent Lotus software.



ROSEMARY SEMPELL, RECORDS AND ARCHIVES MANAGER, MAINTAINS THE PARLIAMENT'S ARCHIVAL COLLECTION.

MEET THE TEAM



Karen Turner

Deputy Editor of Debates
Information Services Branch

Harshad Pandharipande

Hansard Reporter
Information Services Branch

Karen and Harshad represent one of our longest-serving Hansard staff members and our newest Hansard recruit. They are part of the team of Hansard reporters that captures the action of the houses of NSW Parliament and its committees throughout the parliamentary year.

As Deputy Editor of Debates, Karen assists with managing the Hansard team and overseeing Hansard reporting in the Legislative Council and committees. Karen began her Hansard career at the Federal Parliament before joining NSW Parliament in 1992. Karen describes how she loves the feeling of being ‘a fly on the wall, watching history being made each sitting day in Parliament’.

Now in her 26th year of service at NSW Parliament, Karen has seen many changes to the way Hansard is produced. Gone are the pens, manual shorthand machines and hefty leather-bound volumes of old. Today’s Hansard reporters work with electronic shorthand machines and high-tech voice recognition software, enabling them to get the spoken word written, edited and published online in just three hours.

There has also been a shift in gender diversity within Hansard throughout the years. When the NSW Parliament introduced a Hansard system in 1879, the team was exclusively male. It would remain so for more than 100 years until 1986. Karen’s appointment came just six years after the first female Hansard reporter ventured into the chamber. Today the majority of Hansard reporters are women.

As the team’s newest member, Harshad brings a fresh perspective to Hansard reporting. Harshad’s reporting skills were honed during his 15 years as a journalist, including 10 years with the Times of India. He says, while he often wrote features about food and culture, his father, who is also a journalist, encouraged him to cover more political and policy stories. His daily work at Parliament certainly brings him up close to the subjects his father was so keen for him to explore!

Harshad and Karen are invaluable members of the Hansard team. They each bring a unique perspective to the work performed in Hansard and help to ensure the highest standard of service for members, staff and the citizens of New South Wales.

FINANCIAL SERVICES BRANCH

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

The Financial Services Branch is comprised of three teams:

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





SENIOR MEMBERS' ENTITLEMENTS
ADVISOR, EMMA THORLBY, IS
PART OF THE TEAM THAT
PROVIDES PROFESSIONAL
SERVICES AND ADVICE TO
MEMBERS OF PARLIAMENT.



Andrew Veitch

Senior Manager,
Parliamentary Accounting
Financial Services Branch

MEET THE TEAM

As the senior manager overseeing accounting for the Parliament, Andrew manages a team of three accountants in this busy and multi-faceted role. He and his team are responsible for managing budgeting and forecasting for the Parliament, as well as providing financial reporting to the senior management group, the Presiding Officers and Treasury. Andrew is tasked with the important role of ensuring Parliament complies with all statutory obligations, current accounting standards while adhering to Treasury guidelines and requirements – no mean feat in a constantly evolving operating environment.

One of Andrew's many strengths is his wealth of professional accounting experience both in Australia and internationally. His career began in South Africa and has taken him to the United Kingdom and Singapore. In 2000 he seized the opportunity to transfer to Sydney, where he headed up finance teams in the publishing and events management industries. As a CPA and a CIMA, Andrew's professional experience is underpinned by a Masters in Management and Masters in Business Administration.

Andrew commenced at Parliament in early 2017 and says one of the challenges in his role is finding their best ways to give the people of New South Wales the best 'bang' for their taxpayer dollars. He says that his professional passion is supporting senior management teams to strengthen their ability to deliver and he enjoys helping them to achieve their ambitions.

“Working at Parliament is a real privilege. I enjoy knowing my work here ensures Parliament operates efficiently and effectively, and that my role allows me to give back to society in a meaningful way.”

Highlights over the past year

- The branch successfully completed its realignment and change management activities, which included the development of process manuals and staff training while maintaining its high level of service delivery standards.
- We implemented a zero-based budget model for DPS during the year, improving the budget holders' understanding of the costs – both essential and discretionary – to the running of DPS.
- All statutory, Treasury and internal reporting deadlines were met.
- The branch commenced the development of an integrated online Expense Management System (EMS) to enable members to submit entitlements related claims through a dedicated online secure portal thereby streamlining the management, processing and reporting of members' expenditure claims. The EMS will be accessible from any computer or mobile device with an internet or Wi-Fi connection.
- We commenced preliminary work on the design of a Members' Entitlements Reporting (MER) system to facilitate the public reporting of members' expenditure claims as recommended by the Auditor General and supported by the Parliamentary Remuneration Tribunal.
- The branch launched the Members' Entitlements e-Learning Program through its dedicated training portal, thus allowing members and their staff to register for and participate in a series of entitlements-related webinars without the need to leave their offices.
- The branch completed a Fraud and Corruption Control Framework for the Parliament.

Plans for 2018–2019

- The branch will build on the business partnering approach that the Parliamentary Accounting team has established with budget managers by assisting them to report monthly on their budget variations to facilitate better overall budget forecasting.
- We will implement an online expense management system (EMS) to streamline the administration of expenses for members, their staff and the Parliament, replacing the current paper-based system.
- Once funding has been received from Treasury for the development of the Members' Entitlements Reporting (MER) system, the branch will work with members, the Audit Office and the Parliamentary Remuneration Tribunal to ensure the system is implemented.

- The Members' Entitlements e-Learning Program will be enhanced to include webinars on demand in a broad range of entitlements-related areas in addition to specific webinars to support the use of Parliament's expense management system (EMS) for members when it is fully implemented in 2019.
- We will rollout the SAP Procurement upgraded module in conjunction with the new Procurement Framework across the Parliament.

PARLIAMENTARY CATERING

An integral part of DPS and the broader Parliament, Parliamentary Catering is responsible for all food, beverage and function offerings in the historical and spectacular dining rooms and event spaces of NSW Parliament House.

The Catering team provides members, staff and the public with an ever-changing array of delicious dining options. The team also manages functions for community groups and businesses looking for a unique location to hold events.

Parliamentary Catering is proactive in seeking new approaches to increasing value for the New South Wales community and exceeding the expectations of members, staff and visitors to Parliament.

Highlights over the past year

- Vanessa Harcourt, our Executive Chef, has brought her wealth of experience, knowledge and passion for seasonal, regional and sustainable produce to Parliament, which have been of great benefit to the Catering operation.
- We have introduced Bio Pak sustainable packaging into our catering spaces. This initiative is designed to help reduce our carbon footprint by eliminating single-use plastics and enhancing our reputation as an environmentally responsible Parliament.
- This financial year we achieved the highest revenue result yet in Parliamentary Catering, taking us closer to our goal of being the first Australian parliament to achieve cost neutrality in catering operations. This was a fantastic effort by the Catering team and we are very grateful for the support we received from members and staff.



HIGH TEA IN THE HOUSE
CONTINUES TO DELIGHT VISITORS
TO PARLIAMENT



MEET THE TEAM



Carlos Andrade

Operations Manager
Parliamentary Catering

Carlos is one of our 'trusted nodes', not just for the Catering team but for the entire Parliament. With 30 years of experience within the precinct, Carlos is the 'go to' man for queries from both staff and members. Carlos' friendly and professional nature makes him a pleasure to work with and his depth of knowledge makes him one of the Catering team's most valuable assets.

Carlos started working at Parliament in 1988 as the Speaker's waiter. A memorable experience in his early days at Parliament, Carlos recalls getting into the lift to take a meal to a room and then promptly forgetting the floor to return to. Needless to say there were some harsh words for this young man when he finally returned to the kitchen after searching around for the correct floor. As there was no induction program back in 1988, Carlos can certainly be forgiven for getting lost in the labyrinthine parliamentary precinct.

Carlos is always keen to share his stories and experience with others and never hesitates in supporting and teaching his fellow staff. Since 2008 Carlos has been the Catering Operations Manager and he has a vast array of responsibilities – from meeting guests and organising staff for events, to helping members with their event enquiries and planning for the future needs of Parliamentary Catering.

In his 30 years of service Carlos has worked under eight Presidents, five Speakers, nine Premiers and he has served many, many members. Carlos has hinted that, with all the things he has witnessed over the years, he may one day write a book. While some may prefer his anecdotes remain within these walls, we look forward to holding the book launch here at Parliament House!



PARLIAMENTARY CATERING RELEASED A BESPOKE GIN WITH BOTANICALS SELECTED BY EXECUTIVE CHEF, VANESSA HARCOURT.

- In early 2018 we undertook a survey of members and staff on the catering operations at Parliament. The survey provided users of catering services with a mechanism to give feedback on ways to improve our menus and offerings.
- The new catering website was completed in early 2018 and is now live on the internet. The website offers an insight into what events can be held in the precinct, as well as showcasing the range of dining options at Parliament.
- We held a successful long-table lunch for staff within the Parliament. This concept was an initiative to raise revenue and bring people together to enjoy a main course and dessert in the Members' Dining Room while building strong, collaborative networks across the Parliament.
- We introduced a members' carvery on a Tuesday evenings in the Members' Dining Room. This provides a more efficient way for members to partake in a quick and wholesome dinner on long sitting days at Parliament.
- Due to the high demand and the success of High Tea in the House, Parliamentary Catering increased the frequency from twice monthly to weekly. Even with this increase, High Tea in the House numbers continue to grow and the concept gains in popularity.



Plans for 2018–2019

- We are planning more effective and efficient marketing strategies to encourage a broader cross-section of the NSW community to hold events at Parliament.
- In line with our survey of members and staff, we will continue developing the menus and offerings in Parliament's cafés and restaurants to reflect the feedback we received, particularly in relation to including more fresh, healthy and vegetarian options.
- The Parliamentary Gift Shop will launch an online shop to enable more people to purchase Parliament branded products.
- We will continue to promote long-table lunches for all parliamentary staff to raise revenue and encourage staff from all departments to get to know and learn from one another in a relaxed atmosphere.

THE PARLIAMENT'S MASTER PLAN

The three parliamentary departments have worked together over the past 12 months on an important and exciting project to develop a 10-year Master Plan for the Parliament of New South Wales. The Master Plan was reviewed and endorsed by the department heads and the Presiding Officers in July 2018.

The Master Plan provides a strategic outlook for the Parliament and determines what will be needed to support the Legislature, its members, staff and the community in the short, medium and long term. The Plan is informed by the NSW Parliament Strategic Plan 2015–2019 and the broader strategic objectives of the three parliamentary departments. The NSW Parliament is Australia's first and oldest parliament. The Master Plan responds to the unique physical environment of Parliament House with its mix of heritage buildings accessible to the public and modern work spaces for members and staff, as well the physical diversity inherent in 98 electorate offices located throughout the state. The Master Plan outlines the projects and maintenance works required to protect, maintain and modernise the parliamentary precinct and the network of electorate offices.

The Plan recognises the importance of accessibility in a modern parliament while also acknowledging the need for security in an increasingly complex global threat environment. It promotes best practice and technical excellence in service delivery and recognises that this may require new workforce skills and capabilities.

Another major focus of this first Master Plan is on determining our investment in digital information and communications technologies to support the work of members and staff into the future. Importantly, the Master Plan also considers the needs of the New South Wales community, in relation to their interactions with the NSW Parliament and its legislative program, committee activities and education programs.

The Master Plan is designed to provide a strategic decision-making framework for the future. This represents a move away from the traditional model of a master plan, which focuses solely on the management of physical assets or a 'physical space'. The holistic approach taken in the Master Plan will enable the Parliament to consider issues that impact on the services we provide as well as the way we work across the organisation. It ensures that 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. The Master Plan document provides a rolling 10-year plan of future work which will be reviewed and updated on an annual basis to ensure the Parliament is responsive to the changing needs of members, staff and the community. This agile approach provides the basis for the successful implementation of projects 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. Planning for the development of the Parliament's second Master Plan has already commenced.

Strategic framework for NSW Parliament Master Plan 2018–2027





PARLIAMENT of NEW SOUTH WALES
MASTER PLAN
10-YEAR PLANNING STRATEGY





**NSW Parliament
Plein Air
Painting Prize 2017**

BENTINCK ST, BATHURST BY
RACHEL ELLIS, WINNER OF THE
2017 PLEIN AIR PAINTING PRIZE

In 2017 the NSW Parliament Plein Air Painting Prize celebrated 10 consecutive years and remains the leading award for *plein air* painting in New South Wales. Art created '*en plein air*' refers to the practice of painting out of doors in nature and was favoured by some of the colony's pioneering artists who first captured New South Wales' dramatic landscapes.

The 2017 winner was Bathurst-based artist Rachel Ellis who claimed the \$20,000 prize from a competitive field of 45 finalists. Ellis' painting *Bentinck St, Bathurst* was selected as the winner by this year's judge Jane Watters, S.H. Ervin Gallery Director, and was announced at an awards ceremony held at the Parliament in October 2017.

Ellis has work in public collections including the Art Gallery of New South Wales. She was awarded the Adelaide Perry Prize for Drawing in 2006 and the Mosman Art Prize in 2013. Since her move to Bathurst in 2001 Ellis has focused on drawing and painting the surrounding Central Tablelands of New South Wales.

As an acquisitive prize, *Bentinck St, Bathurst* became part of the permanent collection of the Parliament and joins works by previous winners including Rodney Pople, Euan Macleod and Noel McKenna. The Parliament is honoured to continue to support this traditional painting style that immortalised the New South Wales landscapes of the late 19th century and allows contemporary artists to give it new meaning and purpose.

CELEBRATING THE ARTS AT PARLIAMENT



Head On Photography Festival

The Head On Photo Festival gives photographers at all stages of their careers a chance to tell their stories and exhibit at New South Wales' cultural intuitions.

The Parliament has been a major venue partner for Head On for the past five years and we were delighted to award the NSW Parliament Landscape Photography Prize to Jasmine Poole for her work *Middle Kingdoms – Wan Wah, Forbes, New South Wales*.

The 2018 President's Prize and Speaker's Prize winners celebrated the depth and scope of the New South Wales landscape. The President's Prize winner, *Predawn* by

HEAD ON LANDSCAPE PRIZE
FINALISTS ON DISPLAY IN
THE FOUNTAIN COURT

Byrdie Piaf, featured the ocean baths at Newcastle's Mereweather Beach. Frederico Rekowski's *Portrait of my shadow* was awarded the Speaker's Prize and captured a moonlit scene in Richmond, New South Wales.

The winning photographs adorned the walls of the Fountain Court throughout May and gave Sydney photography lovers a chance to explore their Parliament. The partnership between the Parliament and the Head On Photo Festival is a valued annual collaboration between the Parliament and the arts community.



<p>1925–1927</p> <p>Catherine Green</p> <p>First woman elected to NSW Parliament</p>  <p>1931–1932</p> <p>Elban Webster</p> <p>One of the first two female Members of the Legislative Council</p> 	<p>1931–1934</p> <p>Mary Oulst</p> <p>One of the first two female Members of the Legislative Council</p>  <p>1939–1950</p> <p>Ellen Fowler</p> <p>A formidable political and social force</p> 	<p>1944–1950</p> <p>Gertrude Melville</p> <p>Champion of the government's role in supporting and caring for children</p>  <p>1952–1958</p> <p>Edna Ripper</p> <p>Staunch advocate for women's rights</p> 	<p>1958–1978</p> <p>The Hon Ellen Furley OBE</p> <p>"I see no reason why women should continue to be second-class citizens"</p>  <p>1962–1976</p> <p>Kerry Chikarovski</p> <p>An able and committed community leader</p> 	<p>1973–1980</p> <p>Rosemary Foot AO</p> <p>Passionate advocate for issues affecting country New South Wales</p>  <p>1978–1986</p> <p>The Hon Virginia Chadwick AO</p> <p>Avid advocate for community health, visual arts and women's issues</p> 	<p>1978–1999</p> <p>The Hon Jenica Croato AM MBE</p> <p>First female President of the Legislative Council</p>  <p>1981–1990</p> <p>Ronda Miller</p> <p>First female Minister in the NSW Parliament</p> 	<p>1981–1998</p> <p>The Hon Elizabeth Kirkby OAM</p> <p>First female leader of a state political party and passionate supporter of LGBTI rights</p> 
<p>The Trailblazers</p> <p>Celebrating 100 years of women in the Parliament of New South Wales</p> <p>2003–present</p> <p>The Hon Gladys Berejiklian MP</p> <p>First woman elected to NSW Parliament</p> 	<p>2011–present</p> <p>The Hon Shalby Hancock MP</p> <p>First female Attorney General of New South Wales</p> 	<p>2003–2016</p> <p>Senator The Hon Kristina Kennelly</p> <p>First Aboriginal woman to be elected to NSW Parliament</p> 	<p>1998–2015</p> <p>The Hon Carmel Tibbitt</p> <p>First female Deputy Premier of New South Wales</p> 	<p>1988–2002</p> <p>The Hon Elaine Nil</p> <p>Passionate campaigner on issues facing families and children</p> 	<p>1988–1995</p> <p>The Hon Anne Cohen</p> <p>First Liberal woman to serve as a Minister in the Legislative Assembly</p> 	<p>2007–2011</p> <p>Lyn Lovelock</p> <p>First female Usher of the Black Rod and Clerk of the Legislative Council</p> 

HONOURING THE WOMEN OF PARLIAMENT

For more than a century, women in New South Wales have campaigned for their rights: the right to work; the right to vote; the right to be elected to Parliament; and for the right to true gender equality.

While women gained the right to vote in New South Wales in 1901, they still could not become members of Parliament or practise law in this state. 'We, who boast to be the most advanced state, are probably the least up to date state in Australia,' the Attorney-General at the time, DR Hall, lamented, determined to pass the *Women's Legal Status Act*. It would take 16 years of lobbying from suffragettes, the wives of political heavy weights and supportive MPs before the *Women's Legal Status Act* finally passed in 1918 and women achieved the right to participate in the democracy that governed them. The Act gave women in New South Wales the right to stand for election to the Legislative Assembly and local government. It also allowed women to be admitted to practise as barristers and solicitors, and appointed as judges, police magistrates, and justices of the peace in New South Wales.

In June 2018 Australia's oldest Parliament celebrated the 100th anniversary of the passing of the Act by honouring the women of Parliament who paved the way for generations to come. In a special lighting installation, the façade of Parliament was illuminated in the iconic green and purple of the suffragette movement and adorned with the names, faces and words of wisdom of the Parliament's trailblazing women, including the first female Premier, Speaker, Attorney-General, member, Minister and Clerk.

The display was complemented by an historic re-enactment of the first female MP, Millicent Preston Stanley, and her impassioned campaign in the Legislative Assembly for mothers' custody rights.

Each year the Parliamentary Education team holds three Young Women's Leadership programs and our program in May this year was extra special as it coincided with the building's adornment to celebrate the centenary of the *Women's Legal Status Act*. Guest speaker, Councillor Jess Scully, the founding director of Vivid Ideas, Australia's largest creative industries event, spoke about her progression from a creative contributor to her election to the City of Sydney Council, and the panel of female members of Parliament included the Hon Sarah Mitchell MLC, Prue Carr MP and Jenny Leong MP, who shared their advice and experiences as women in public office.

In this year of honouring the women of Parliament we celebrated the trailblazing women with the launch of a new book entitled *A Fit Place for Women: NSW Parliament* and an anthology of reflections of the women of the 56th Parliament.

THE LAUNCH OF *A FIT PLACE FOR WOMEN: NSW PARLIAMENT* AND THE PRESTON STANLEY ROOM WITH THE PRESIDING OFFICERS AND DESCENDANTS OF THE FIRST FEMALE MEMBER OF PARLIAMENT, MILLICENT PRESTON STANLEY.



PARLIAMENTARY SERVICE AWARDS

The Parliamentary Service Awards are awarded each year to staff across the three parliamentary departments.

These awards recognise loyalty, professionalism and outstanding service to the Parliament and the people of New South Wales.

We were delighted to recognise long-serving DPS staff members and honour their contributions to the Parliament.

35 years

Brett Wright
Facilities

30 years

Jose Oliveira
Facilities

25 years

Julie Kirchner
Information Services

Stuart Lowe
Financial Services

Melinda McIntyre
People and Engagement

Kathy Slade
People and Engagement

Karen Turner
Information Services

20 years

Vicky Bozionelos
Facilities

Gregory Chu
Facilities

15 years

Annemarie Doyle
Information Services

Pam Jeremy
People and Engagement

Mai Le
Parliamentary Catering

Charlotte Page
Parliamentary Catering

Norma Pinheiro
Facilities

Jacqueline Rowland
Information Services

Victoria Vaughan-Smith
Information Services

10 years

Susan Chant
Information Services

Jo Danastas
Information Services

James Duffy
Facilities

Peter King
Facilities

Tony Sgroi
Facilities



FINANCIAL COMMENTARY

The net cost of services for the Department of Parliamentary Services was \$38.446 million and represents 25.1 per cent of the total net cost of services of the Parliament for the 2017–18 financial year. This reflects an unfavourable variance of \$67,000 or 0.2 per cent against the budget of \$38.379 million.

The main components of the variance include:

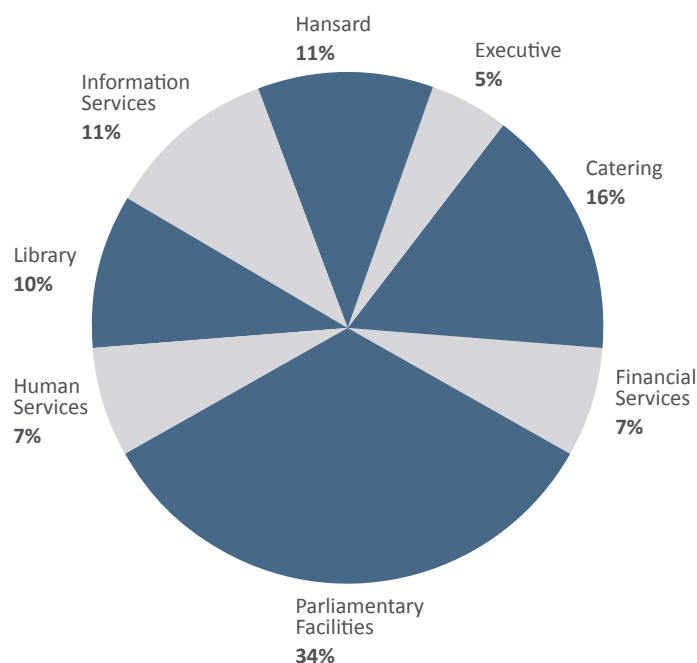
- employee-related expenses being above budget by \$1.050 million
- other operating expenses being below budget by \$157,000
- depreciation and amortisation above budget by \$102,000
- revenue being \$938,000 higher than budget, the main components being sale of goods and services of \$400,000 and grants and contributions of \$447,000.

The net cost of services was \$2.508 million higher than the previous year with the major item being employee-related expenses, which was \$1.619 million higher and depreciation being \$931,000 higher.

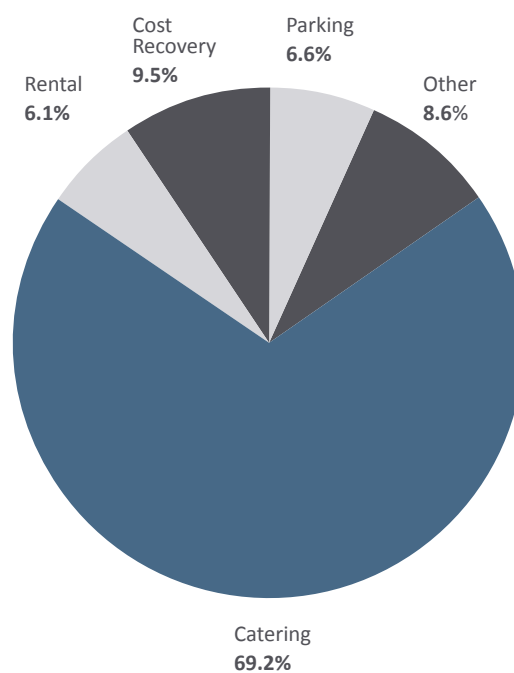
The catering activities, including the hosting of functions, generated 69.2 per cent of the department's revenue, which supports the operations of the Parliament and encourages community access.

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

DPS Total Expenses



DPS Revenue



START OF UNAUDITED FINANCIAL STATEMENTS

Department of Parliamentary Services statement of comprehensive income for the year ended 30 June 2018

	Actual 2018 \$'000	Budget 2018 \$'000	Actual 2017 \$'000
Expenses excluding losses			
Operating expenses			
Employee related	19,916	18,866	18,297
Other operating expenses	14,155	14,312	13,595
Depreciation and amortisation	11,378	11,276	10,447
Total expenses excluding losses	45,449	44,454	42,339
Revenue			
Sale of goods and services	6,410	6,010	5,912
Grants and contributions	457	10	256
Other income	146	55	237
Total revenue	7,013	6,075	6,405
Gain/(loss) on disposal	(10)	–	(4)
Net cost of services	38,426	38,379	35,938
End of unaudited financial statements			

Governance and Risk

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

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

The committee met six times in 2017–18 and committee member attendance is shown in the table below.

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

The committee oversaw and monitored the following activities in 2017–18:

- risk assessments including updates to the Parliament’s Corporate Risk Register (CRR)
- endorsement of the Parliament’s Internal Audit Universe, Strategic (three year) and Annual Internal Audit Plan
- progress against the Internal Audit Plan
- final internal audit reports
- status reports on the implementation of internal audit and external audit recommendations
- 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 management implementation
- fraud and corruption control.

Internal audit

The Parliament’s internal audit function is an independent review activity headed by the Chief Audit Executive. The internal audit function, through the Chief Audit Executive, reports functionally to the Audit and Risk Committee on the results of completed audits, and for strategic direction and accountability purposes, and reports administratively to the Clerks and DPS Chief Executive, 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 2017–18 was endorsed by the Audit and Risk Committee in June 2017. In 2017–18, the following two audits were completed with final audit reports presented to the Audit and Risk Committee:

- Fraud and Corruption Risk Assessment Parliamentary Staff
- Business Continuity Management.

In addition to the above, the following five internal audit reviews were in progress as at 30 June 2018 and expected to be finalised in Q1 2018–19:

- Corporate Governance
- Members’ Entitlements
- Information Systems
- IT Security

- Fraud and Corruption Risk Assessment Members and Members' Staff.

In June 2018, the Audit and Risk Committee endorsed an updated Audit Universe, Strategic (three year), and Annual Audit Plan for the following year (2018-19).

A new Internal Audit Framework for the Parliament was also approved in June 2018 incorporating all the policies, charters, processes and methodologies of the internal audit function.

External audit

The committee noted the NSW Audit Office's opinion that the 2016–17 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 2017–18 financial statements.

Enterprise risk management

The Parliament's Enterprise Risk Management (ERM) Framework, which was endorsed in June 2017, incorporates all the Parliament's policies, processes, and methodologies for identifying and managing risk. The ERM Framework also sets out how risk management is embedded in key business processes.

In May 2018, the Parliament conducted an annual refresh of its Strategic Risk Profile at a workshop facilitated by Prosperity Audit Services. This workshop was attended by the heads of all three parliamentary departments and other executives and senior managers across the three departments. The key output from the workshop was an updated Corporate Risk Register, which was endorsed by the Parliament's senior management group and the Audit and Risk Committee.

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

Insurance

The Parliament's insurance requirements are managed as part of the Treasury Managed Fund (TMF) portfolio. Under the TMF management arrangements, the Parliament's business insurer changed in May 2018 from GIO to Gallagher Bassett, while Employers Mutual continue to provide workers' compensation insurance. Deposit premiums paid to the Treasury Managed Fund for all lines of insurance over the past five years are shown in the tables below and right.

Deposit premiums paid to the Treasury Managed Fund

Fund Year Contribution	2017–18	2016–17	2015–16	2014–15	2013–14
Property	\$173,230	\$179,100	\$192,430	\$205,080	\$244,170
Workers' Compensation	\$483,882	\$371,277	\$245,301	\$263,575	\$279,059
Motor	\$750	\$750	\$880	\$800	\$940
Liability	\$49,740	\$52,420	\$60,670	\$60,060	\$62,350
Miscellaneous	\$5,930	\$9,030	\$12,390	\$9,890	\$15,220
Total	\$713,532	\$612,577	\$511,671	\$539,405	\$601,739

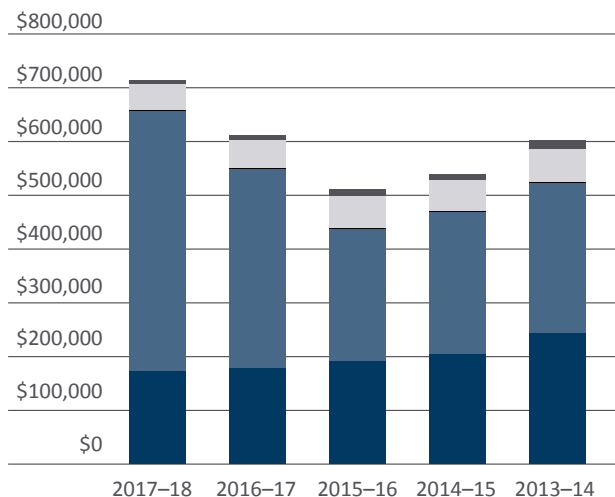
Business continuity management

The Parliament has continued to make progress in implementing its Business Continuity Management System in 2017/18. Activities have included:

- three meetings of the Business Continuity Management Group, with representation from all three parliamentary departments, in October 2017, December 2017 and April 2018
- desktop scenario testing of Business Resumption Plans (BRPs)
- an internal audit review of the Parliament’s business continuity management processes and development of an action plan to implement recommendations
- the maintenance of an off-site recovery site at St Leonards
- delivery of three new ‘away kits’ with one stored at St Leonards
- continued development of Memoranda of Understanding with commercial hotels to serve as additional business recovery sites.

Consultants

There are no consultancies to report.



Workforce Diversity and Actual Staff Numbers

Remuneration level of Substantive Position	Total staff (Men, Women and Unspecified)	Respondents	Men	Women	Unspecified gender	Aboriginal and Torres Strait Islanders	People whose language first spoken as a child was not English	People with a disability	People with a disability requiring work-related adjustment
\$0 – \$45,800	0	0	0	0	0	0	0	0	0
\$45,800 – \$58,440	30	30	11	19	0	0	18	1	0
\$58,440 – \$68,929	11	11	6	5	0	1	4	0	1
\$68,929 – \$83,935	27	27	15	12	0	0	12	0	0
\$83,935 – \$108,373	45	45	20	25	0	0	12	0	0
\$108,373 – \$135,045	40	40	16	24	0	0	3	0	0
\$135,045 > (Non SES)	17	17	8	9	0	0	1	0	0
\$135,045 > (SES)	1	1	1	0	0	0	0	0	0
Total	171	171	77	94	0	1	50	1	1

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 14 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)	14	1	3	1	9	2*

‘Strains’ includes manual handling incidents.

‘Other’ includes all other incidents not categorised.

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

Wage and Salary Movements

The NSW Public Sector-wide Crown Employees (Public Sector – Salaries 2008) Award was varied in July 2017 to provide a 2.5 per cent salary increase for the following 12 months. Changes to this award also apply to the Crown Employees (Parliament House Conditions of Employment) Award 2015.

The Parliament House Award contains the pay rates for parliamentary department staff. An identical increase was also applied to members' staff via an increase to salaries contained in the Members' Staff Conditions of Employment – Determination of the Presiding Officers, and to staff covered by the Parliamentary Reporting Staff (Salaries) Award.

The Statutory and Other Officers Remuneration Tribunal Determination of 29 August 2017 increased the salaries of the Clerks, Chief Executive, DPS and Deputy Clerks by 2.5 per cent from 1 July 2017.

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 during this reporting period. No PIDs were received and no PIDs were finalised in the reporting period.

Library and Research Publications

Jun 2018	<i>Funding Opportunities for Community Groups</i>
Jun 2018	<i>Pharmaceutical Drug Misuse</i>
Jun 2018	<i>Blockchain Technology</i>
May 2018	<i>Electric Vehicles in NSW</i>
May 2018	<i>NSW Electorate Profiles: 2016 Census</i>
May 2018	<i>NSW State Electoral Districts Ranked by 2016 Census Characteristics</i>
May 2018	<i>NSW Legislative Council Election 2015</i>
May 2018	<i>NSW Economic Update Autumn 2018</i>
Mar 2018	<i>Indigenous NSW: Findings from the 2016 Census</i>
Feb 2018	<i>NSW Economic Update Summer 2018</i>
Nov 2017	<i>The Voluntary Assisted Dying Bill 2017 (NSW): a Comparison with the Victorian Bill</i>
Nov 2017	<i>The High Court's Decision in Brown v Tasmania</i>
Oct 2017	<i>NSW Economic Update Spring 2017</i>
Oct 2017	<i>Unsolicited Proposals</i>
Oct 2017	<i>Recent developments in NSW Electoral Law</i>
Sep 2017	<i>STEM Education in NSW Schools</i>
Aug 2017	<i>Slow Wage Growth</i>
Aug 2017	<i>Trends in NSW State Finances 2002–03 to 2017–18</i>
Jul 2017	<i>NSW Economic Update Winter 2017</i>
Jul 2017	<i>Funding Opportunities for Community Groups July 2017</i>
Jul 2017	<i>Suicide Prevention</i>
Jul 2017	<i>Regional Labour Force Trends and NSW Electorates (updated and released on a monthly basis)</i>

