

# annual report 2016

Department of Parliamentary Services





# Letter of Transmittal

*The Hon Don Harwin 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 2016.

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 2015-2016 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

© Parliament of New South Wales, Department of Parliamentary Services 2016

Department of Parliamentary Services

Annual report/Department of Parliamentary Services - (2007/2008)

Sydney: DPS, 2008 - v. 30 cm

Annual

ISSN 1325-2925 (Print); 1835-5161 (Online)

Report year ends June 30

1. New South Wales. Parliament. Department of Parliamentary Services - Periodicals

328.944006

# Contents

<b>Presiding Officers' Foreword</b>	.....3
<b>Executive Manager's Review</b>	.....4
<b>The Department of Parliamentary Services</b>	.....6
People & Engagement Branch	.....13
Facilities Branch	.....17
Information Services Branch	.....21
Financial Services Branch	.....25
Parliamentary Catering	.....28
<b>Case Studies</b>	.....29
Parliamentary Art Prizes	.....32
underSTATED 2016	.....33
Innovation in a House of Tradition	.....35
Parliamentary Service Awards	.....37
<b>Financial Commentary</b>	.....38
<b>Appendices</b>	.....40
Governance & Risk	.....41
Credit Card Certification	.....43
Consultants	.....44
Workforce Diversity and Actual Staff Numbers	.....45
WHS Report	.....46
Wage and Salary Movements	.....47
Public Interest Disclosures	.....47
Library Research Publications	.....48



# The Presiding Officers' Foreword

Supporting the Parliament of New South Wales is a complex undertaking; and one that is vital to ensuring a successful and democratic system of governance in New South Wales.

The Department of Parliamentary Services (DPS), together with the Departments of the Legislative Council and Legislative Assembly, provides a wide range of corporate and physical services to the Parliament and its members. We are pleased to once again recognise DPS staff for another successful year of professional and innovative support.

The ability of the Parliament to communicate, develop and perform has grown in the wake of several projects implemented by DPS in this past financial year. Working with colleagues in the House Departments, DPS has undertaken to improve online connectivity and accessibility, ensuring members and staff are always able to access information and resources. Outreach to schools and the community has also increased, with the Parliament working to fulfil its role in civics, citizenship and education.

The physical environment, too, has been progressively transformed by the largest project of capital works undertaken in over 30 years. These projects have variously provided more contemporary facilities and resources for members and staff while at the same time ensuring the Parliament continues to act as custodian of its unique colonial heritage.

We congratulate DPS for their ongoing professionalism and competency in performing their full range of duties to the Parliament.

The Hon Don Harwin MLC  
President of the Legislative Council

The Hon Shelley Hancock MP  
Speaker of the Legislative Assembly

# Executive Manager's Review

The activities of DPS are wide and varied, and too many to be captured in the one document. We quite rightly celebrate the big successes, the high profile projects, the large changes. But I'd like to begin this review by acknowledging the business as usual work of the Department and its people, because it is those day to day tasks that make sure the Parliament operates at its best.

2015-16 has been another big year for DPS. The last elements of the DPS Strategic Plan 2013-2015 were delivered, and a new DPS Strategic Plan 2015-19 for the 56th Parliament was created. The new plan builds on the goals of the Parliament's strategic outlook and is a living document that will change to meet the evolving needs of the NSW Parliament.

We have continued with our innovative capital works program, bringing the physical infrastructure of the Parliament up to date and ensuring that the building will continue to operate effectively into the future. As seen on the cover of this annual report, the restoration of the magnificent Jubilee Room is one of the crowning projects of the year and a great example of work that blends the needs of a functioning parliament with maintainance of its valuable heritage.

A major focus for DPS is our outreach and engagement functions, including parliamentary education, our website and social media, functions and events. Virtually every branch in the organisation involves a visitor engagement dimension, and this external focus is something to recognise and applaud. From our new catering strategy, to some very exciting upcoming exhibitions, there are more reasons than ever for the citizens of NSW to come and visit the people's Parliament.

In 2016-17 we will be embarking on some longer term planning, looking further into the future than ever before. This strategic framework will ensure that our projects and proposals will take into account the services, assets, technology and capabilities that the Parliament will need to meet the expectations of the community.

Starting in a new organisation is always challenging, but those challenges are immeasurably easier when you are joining a team of supportive and highly skilled people. I thank the Presiding Officers for their championship of DPS through our transition between Executive Managers, and for their leadership in setting a clear vision for the future direction of the Parliament.

I would also like to acknowledge the generous and wise counsel of Mr David Blunt, Clerk of the Parliaments, Ms Ronda Miller, Clerk of the Legislative Assembly and Helen Minnican a/g Clerk of the Legislative Assembly as I've climbed a steep learning curve in this new world. Even in these early months, it is clear to me that the smooth functioning of the Parliament depends on collaborative and collegiate relationships between the three Departments. Fortunately, working with David, Ronda and Helen has made establishing those relationships a pleasure.

The work of my predecessor, Mr Rob Stefanic, has to be acknowledged as well. Rob has left behind a wonderful organisation, primed for the next stage of its evolution. I couldn't have asked for a better starting point for my own tenure, and DPS owes its current and future success to Rob's leadership and the building blocks that he created.

Finally, I would like to thank the staff of DPS. The energy and passion that everyone brings to supporting the work of the Parliament is palpable and contagious. In particular, my thanks to Julie Langsworth and Simon Chalmers for stepping up to lead DPS through our recent transition, and my Executive Officer Amanda Wheatley for her untiring and outstanding efforts to establish the new office of the Executive Manager.

The future looks bright for DPS. I am proud to present this annual report for 2015-16.

**Mark Webb**  
**Executive Manager, Parliamentary Services**

[ Who we are ]





# The Department

Together with the Departments of the Legislative Council and the Legislative Assembly, the Department of Parliamentary Services (DPS) provides corporate support to members and staff of the Parliament; ensuring the institution functions effectively on behalf of the people of New South Wales.

DPS is comprised of five branches; each performing a unique function while at the same time working together to ensure professional, innovative and coordinated service delivery. Working under the direction of the Office of the Executive Manager, the branches are: Facilities, People & Engagement, Parliamentary Catering, Information Services and Financial Services. DPS provides:

- Information-based services such as information technology infrastructure, Hansard, library, records, research and media monitoring
- Maintenance and development of the parliamentary buildings and grounds, security, procurement and asset management
- Human resources, industrial relations, payroll, recruitment, training, work health and safety and corporate communications
- Catered venues, function, dining and event services
- Finance and members' entitlements services
- Education and community outreach programs, resources and initiatives.

The diversity of our services is made possible by the experience of our staff; a vast team of more than 150 professionals working to deliver results-driven services of the highest standard. Staff should take pride in this annual report, which showcases all they have achieved in yet another busy and challenging year at the Parliament.

Since its inception in 2008, DPS has worked to progressively introduce more modern and innovative solutions to the challenges facing the contemporary Parliament. The past financial year was certainly no exception. DPS continued to roll out an ambitious program of capital works designed to improve the precinct and enhance its ability to accommodate and serve members and staff. The largest project of its kind undertaken in over 30 years, the program has been an immense challenge for the entire Parliament.

DPS has also continued to work towards achieving many of our other strategic objectives, including ongoing review of our customer service models and delivery, as well as new ways to deliver services that meet the ever-changing needs of the institution. A particular focus, for example, has been on corporate governance, risk and business continuity.

At the same time, community outreach and education programs continue to develop, as does the commitment of DPS to meet the information needs of members and staff who are increasingly mobile. Parliamentary Catering – arguably one of our most popular services – has also sought to deliver new menus and services.

Overall it has been another busy year for the Department and the contents of this report stand as testament to the hard work being done. At a time when budgetary pressures continue to be felt, we can be particularly proud of all that has been achieved, and all that is yet to be achieved. Congratulations to the staff of the DPS and also to our colleagues in the Departments of the Legislative Council and Assembly. Together we have worked to deliver our core business services and to implement new projects that will ensure the ongoing success of this institution.

# The Executive Management Team



**Mark Webb**  
Executive Manager

Mark is the Chief Executive of the Department and, together with the Presiding Officers and Clerks, provides leadership, governance and strategic direction to the corporate parliament. Mark comes to the Parliament with significant experience at the executive level in both the State and Federal public sectors.



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

Julie is a woman who wears many hats within the Department. As Deputy Executive Manager, she works closely with Mark to oversee the corporate governance of DPS. As Director of the People and Engagement Branch, she provides leadership and direction to the Human Services, Education and Communication teams.



**Robert Nielsen**  
Director, Facilities Branch

Robert bears responsibility for the Parliament's physical environment. As Director of the Facilities Branch, he oversees a large team of building managers, engineers, security personnel and cleaning staff; all dedicated to providing a functional, safe and secure working environment for members and staff. In recent years, Robert has also taken carriage of the immense capital works project currently underway to update, develop and preserve the precinct.





**Philip Freeman**  
**Director, Parliamentary**  
**Catering**

Philip is the Parliament's catering, functions and expert, overseeing the operation of the Parliament's venues and catering services. This includes Cafe Quorum, the Strangers' and Members' Dining Rooms, Public Cafe and the functions business. Philip has done much to promote the Parliament as a venue for corporate functions.

**Simon Chalmers**  
**Director, Information**  
**Services Branch**

Simon's portfolio includes IT Services, Library, Parliamentary Reporting, Records and Archives; areas the together ensure that members and staff stay online and connected wherever they may be. Working closely with Julie and Robert, Simon has led a number of key projects to update technology platforms, mobile access and other information systems.

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

John operates as the Parliament's Chief Financial Officer and is responsible for navigating the Parliament through increasingly tight budgets. He oversees the Finance and Members' Entitlements teams, and has recently expanded the Branch to include Governance and Risk.



*From left to right the Leadership Team is: Stuart Lowe, Manager Members' Entitlements; Samantha Brown, Public Relations Manager; Neil Dammerel, Manager IT Services; Craig Wheeler, Manager Human Resource Operations; Robert Nielsen, Director Facilities Branch; Julie Langsworth, Deputy Executive Manager and Director, People & Engagement Branch; Brett Wright, Building Infrastructure and Services Manager; Amanda Wheatley, Executive Officer; John Gregor, Director Financial Services Branch; Matthew Dobson, Manager Parliamentary Research Service; Mark Webb, Executive Manager; Deborah Bennett, Parliamentary Librarian; Andrew Kiejda, Manager Workplace Relations & Safety; Philip Freeman, Director Parliamentary Catering; David Learmonth, Executive Chef; Jeannie Douglass, Manager Parliamentary Education; Scott Fuller, Editor of Debates; Carlos Andrade, Operations Manager (Parliamentary Catering); Colin Brown, Manager Recruitment and Training*

[ The Leadership Team ]

**The diversity of our  
services is made  
possible by the  
experience of our staff**



# Structure and strategy

President, Legislative Council

Speaker, Legislative Assembly

Executive Manager

Director  
Facilities Branch

Director  
Information Services  
Branch

Director  
Financial Services  
Branch

Deputy Exec Manager,  
Director People &  
Engagement Branch

Director  
Parliamentary  
Catering

Building  
Infrastructure &  
Services

Records & Archives

Accounting Services

Human  
Services

Security

IT Services

Members'  
Entitlements

Parliamentary  
Education

Assets, Printing &  
Procurement

Parliamentary  
Library

Public  
Relations

Capital Projects

Parliamentary  
Reporting  
(Hansard)



1

*Respond to the evolving roles of members and the parliamentary institution*



2

*Increase involvement and awareness of NSW citizens about the Parliament and the parliamentary process*



3

*Promote strong stewardship and robust organisational resilience*



4

*Optimise the Parliament's physical infrastructure*



5

*Development of inter-parliamentary relationships and education*

# PEOPLE & ENGAGEMENT BRANCH

The People & Engagement Branch provides information, advice and resources to ensure the welfare, development and care of members and staff. The Branch is also responsible for much of the Parliament's public outreach; delivering education programs and community resources to inform, educate and engage.

There are three teams providing these services: Parliamentary Education, Human Services and Public Relations and Corporate Communications.

Parliamentary Education creates a range of education programs designed to assist multiple audiences to better understand the workings of the Legislature. Programs include talks, lectures, seminars, workshops, role plays, interactive children's activities and theatrical re-enactments. The team, comprised of professional educators, also provides advice on programs such as school tours conducted in the Legislative Chambers, as well as resources for teachers and students in the classroom.

The Human Services team plays a critical role in ensuring that members, members' staff and staff of the three parliamentary departments are supported and able to effectively perform their duties. The team provides services to over 800 clients, administering advice and support on a diverse range of human resources activities including payroll, work health and safety, training, recruitment, policy development and industrial relations.

Effective communication is vital to the successful operation of the Parliament, and the Public Relations function works closely with the Presiding Officers, Senior Management Group and parliamentary business units to ensure a coordinated and professional approach to corporate communication, marketing and branding, media relations, issues management, stakeholder relations, social media and online content and public engagement.

## *Highlights of 2015-2016*

- Parliamentary Education delivered a range of talks, tour and programs to primary and secondary students, and the wider community.

This included events for History Week (in partnership with the State Library); the annual Family Fun Day; NAIDOC Week (in partnership with the Aboriginal Education Consultative Group); and a special public talk celebrating the bicentenary of the Rum Hospital

- Outreach to regional and rural primary schools continued with the videoconferencing program reaching 5,042 students across NSW
- Outreach to tertiary students also increased, with more than 200 Pre-Law students from the Universities of Sydney and NSW attending programs at the Parliament
- The Human Services team are participating in a project to upgrade to an online SAP system. This will streamline and automate the complex administration of members' staff employment conditions
- The Payroll team successfully introduced the compulsory 'Superstream', which will ensure that superannuation payment and information are transferred consistently between employers, funds, services and the Australian Taxation Office
- This financial year, the Parliament approved the Support for Staff Experiencing Domestic Violence policy, providing various leave entitlements, flexible working arrangements and access to support and counselling services. The Human Services team delivered training sessions to ensure the policy was effectively launched and communicated. Other major policies reviewed and updated include the NSW Parliament House Closed Circuit Television & Security Access Control Systems Policy, Harassment Free Workplace Policy and Smoke Free Parliament House Policy
- Training and professional development opportunities offered to members and staff were enhanced through the launch of new online training modules. Modules released to date include Members' Ethics, Workplace Health & Safety and an Aboriginal and Torres Strait Islander Cultural Appreciation course
- An additional nine training and development courses were run throughout the year, including staff inductions, the performance development program and workplace behaviour sessions
- Aligning with the NSW Government Sector Employment Act, a new recruitment policy was introduced and practices refined across



# Helping the community to better understand the Legislature

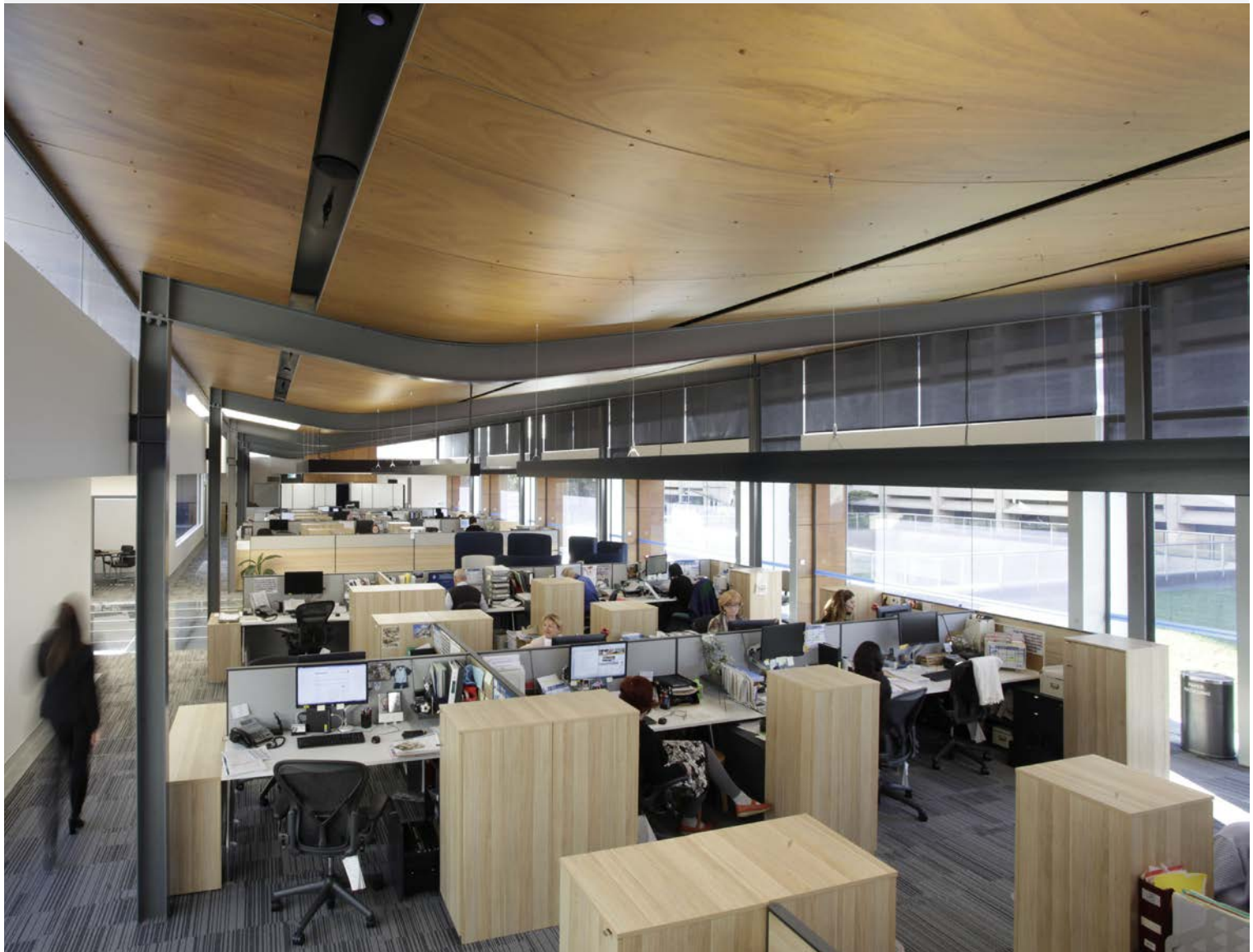
- the Parliament
- The Public Relations and Corporate Communications team supported the promotion and delivery of the Parliament's Art Prizes, the annual biennial underSTATED exhibition and other events including Australia Day, Family Fun Day and A Little Night Sitting
- The team also managed the promotion of corporate catering services, including a range of special industry showcase events, the launch of the High Tea in the House experience and the redevelopment of [www.parliamentarycatering.com.au](http://www.parliamentarycatering.com.au)
- Corporate communications, meanwhile, focussed primarily on supporting stakeholder engagement and issues management for capital works and technology projects being delivered by the Facilities and Information Services Branches

## Plans for 2016-2017

- Parliamentary Education will continue to look for ways to enhance public and schools outreach, with plans to increase the number of videoconferencing and community programs. An advisory group will be established, with primary and secondary school teachers to provide feedback on civics education programs
- A new internship program will be launched, with students from the University of Sydney to be commence a trial of placements at the Parliament in the first half of 2017
- The Human Services team will spend the next six months working closely with the Information Services Branch to implement the next stage of the online SAP upgrades. This will include mechanisms allowing for the online submission and approval of employment claims for short term relief staff and the submission of overtime forms for parliamentary staff
- Further training and development initiatives will be implemented, including new online training modules. New tools, databases and templates will be delivered to support the ongoing transition to new recruitment policies and practices
- In terms of policy, a major focus will be on diversity initiatives to ensure the Parliament is in line with best practice workforce targets, particularly for Aboriginal people and women in senior roles



- The team will also support DPS in developing an overarching strategy and program for workforce and succession planning. This will ensure the Department is in the best possible position to deliver high quality services to members and staff into the next decade
- In 2017, the Parliament will deliver the third in a series of biennial exhibitions that showcase the Parliament's history and collection. This exhibition will explore the role, history and contribution of women to the NSW Parliament, and will be project managed in its entirety by the Public Relations Manager and Deputy Executive Manager
- The Public Relations and Corporate Communications team will continue to deliver stakeholder engagement and issues management strategies to support projects implemented by the Facilities and Information Services Branches. The team will be expanded to include a Communications Officer dedicated primarily to this function
- General marketing and communications services will continue to be offered to DPS and other parliamentary business units, with a particular focus on Parliamentary Catering and the planned launch of public dining services
- Finally, a workforce culture and identity program will be implemented to encourage the development of a more cohesive and effective Department



MEET THE TEAM  
Ramia O'Connor  
Human Services Officer



As a core part of the Human Services team, Ramia has become the face of recruitment and training at the Parliament; researching, developing and delivering training courses and programs for members and staff. Ramia's smiling face has greeted many a new inductee and her bright and sunny disposition has made her a favourite with members and staff, as has her professionalism and ability to enrich the professional development of her colleagues.

In recent years, Ramia has taken carriage of the consultation and engagement of external training providers, bringing to the Parliament valuable courses in skills such as leadership, writing, interview and presentations skills.

An employee for just over ten years, Ramia is committed to high level service delivery and the development of people. "For me, human resources and training are the perfect fit. I love meeting new people and it is rewarding to make a difference by helping staff to further their skills and knowledge. Working part-time three days per week raises quite a few challenges, but enjoying my work so much does make it easier. I might be developing a training program on Diversity and Inclusion one day and doing classroom reading in one of my two daughters' classes the next. It is challenging but also quite exciting

*Each year, the Parliament hosts a variety of public exhibitions, tours, seminars and education programs. Visit our website for more information.*



# FACILITIES BRANCH

**M**aintaining Parliament House and the wider precinct is one of the most critical roles performed by DPS, and specifically the Facilities Branch. This team of building managers, cleaning and maintenance staff, engineers, security specialists and project managers is dedicated to providing a safe, efficient and functional precinct. Services provided by the team include:

- Maintaining and improving Parliament House building fabric and systems
- Cleaning, switchboard, procurement and loading dock services
- Security and parking operations, including contract management of services provided by the NSW Police Force Special Constables
- Stewardship of the heritage features of the Parliament including maintenance of the historic Parliament House building complex, antiques, artefacts and art collection
- Delivery of capital works projects.

Those who have read previous DPS Annual Reports will know that the Facilities Branch is currently managing the largest program of capital works undertaken at the Parliament in over 30 years. It is an immense undertaking, and one that has challenged the Parliament as a whole. The end result - due in 2018 - will be a more contemporary, efficient and sustainable precinct that delivers facilities and resources to meet the needs of members and staff while preserving the Parliament's significant heritage.

The program has drawn on the skills and resources of the entire Facilities Branch, who have demonstrated professionalism, resilience and commitment since the program began. Working with colleagues in DPS and the House Departments, the Facilities Branch has completed several projects this financial year, all of which are outlined in more detail below.

## *Highlights of 2015-2016*

- Historic buildings roof replacement. The parliamentary precinct features one of the oldest buildings in the Sydney CBD, dating back to 1816. Preserving this heritage is a major priority and this financial year the Facilities team undertook to replace the roof protecting

this colonial structure. The previous roof had reached the end of its 25-year life span and had begun to show signs of degradation. The new roof will ensure the building's history continues to be protected into the future. Facilities also took the opportunity to enlarge the mechanical services plantroom beneath the roof, which will make future maintenance work easier to complete.

- Jubilee Room restoration. Completed in 1906, the Jubilee Room began life as the parliamentary library and reading room. Today it remains the most intact historic space within the precinct, and is used as a venue for committee hearings, meetings and community events. To ensure its ongoing preservation, Facilities Branch undertook a restoration program designed to repair and restore the room to its original configuration.
- Legislative Chamber and Jubilee Room air conditioning. The air conditioning systems servicing these rooms had not been upgraded in over 30 years. The new systems, installed earlier this year, will improve air quality, improve Building Code of Australia (BCA) compliance and operate more sustainably.
- Main electrical switchboard replacement. This project is one of the largest upgrades completed to date. Begun in the previous financial year, it involved replacing the Parliament's entire electrical system to address issues of safety, BCA compliance and sustainability. The new system will ensure the Parliament's power supply continues to operate smoothly while improving our ability to monitor power usage across the precinct. Such was the success of this project that the Parliament received a certificate of commendation at the 2016 National Electrical and Communications Association NSW Awards.
- Tower block fitout. The Tower block is the Parliament's largest corporate office block, completed in the 1980s. Almost 30 years later, Facilities was finally able to replace the ageing office furniture, fittings and equipment to provide a more WHS compliant and contemporary workspace. The project included the removal, disposal and replacement of desks, joinery, tables, shelving units, carpets, sinks, fridges and the installation of heat and glare reducing solar blinds. Wherever possible, the tea,

sought products and suppliers based in NSW or elsewhere in Australia.

#### *Plans for 2016-2017*

- Historic building restoration. Following the completion of the Jubilee Room restoration, work will commence in the next financial year to restore other aspects of the historic interior that are showing signs of wear and dilapidation. This will include touching up paint work, replacing old carpet and generally ensuring the preservation of heritage features.
- Improving accessibility features. A major challenge for the Parliament has been ensuring that the precinct is readily accessible for people with a disability. The latest accessibility upgrade will ensure that toilet facilities throughout the precinct comply with requirements outlined in the Building Code of Australia and the Disability Discrimination Act 1992.
- A Parliamentary Education Centre. Space has been created within the Parliament's existing footprint to create a dedicated education centre. This new facility will greatly enhance the Parliament's ability to deliver an increased number of education and community programs throughout the year, and in particular programs offered to primary and secondary school students to enhance their understanding of civics and citizenship. At the same time, the construction of this new facility will provide an opportunity to complete an upgrade of the Parliament's theatre and other offices and services on level 6.
- Security infrastructure upgrade. Ensuring the safety and security of members, staff and visitors to the precinct is an ongoing priority of the Parliament, and so the Facilities Branch will complete a number of essential upgrades to precinct security in the coming financial year.



## MEET THE TEAM

Robert Babiak  
Project Manager



Robert joined the Facilities Branch in 2014, as part of the team dedicated to delivering the immense program of capital works. Robert's particular focus has been on overseeing the engineering upgrades including the fire safety and electrical systems, as well as the complex project to refurbish the library stack (outlined in previous annual reports).

Robert has been a great asset to the team, and is particularly valued for his strengths in managing external consultants and providers and ensuring all projects are planned to meet current Australian Standards and Building Codes. With his own professional interests in energy savings and power management, Robert oversaw the recent replacement of the main electrical switchboard; a project which has since been recognised with a certificate of commendation from the National Electrical and Communications Association.

# A SUSTAINABLE PARLIAMENT

The Parliament has worked hard over the past few years to ensure that the precinct operates as sustainably as possible; no mean feat for a precinct that has stood in the same place for nearly 200 years. A major sustainability upgrade was completed by the Facilities Branch in 2008, and since then has achieved considerable savings in energy, water and other resources.

The recent program of capital works has provided several new opportunities for the Parliament to install more environmentally systems and adopt more sustainable practices. For example the recently upgraded air conditioning systems incorporate more advanced technologies to reduce energy consumption. Carbon dioxide monitors allow the system to adjust air flows and cooling/heating requirements in direct response to the number of people occupying an office space at any one time.

The new electrical switchboard also features sustainable technologies, including the installation of an additional 53 meters to allow the Parliament's engineers to monitor and adjust electricity consumption.

The Parliament's existing sustainable technologies and practices, meanwhile, ensured that we continued to achieve vital savings in resources across the precinct. Over 40 tonnes of paper, 8 tonnes of cardboard and 11 tonnes of glass, aluminium and plastic were recycled while the solar panels generated 29,000kwh of power to the precinct.

The *Parliament House Sustainability Program* is our commitment to achieving a more environmentally-friendly and ethical precinct







### *5 olympic swimming pools*

The average amount of water saved each year by the Parliament's recycled water systems



The Parliament's Rooftop Garden became home to some new residents this year, with the introduction of a colony of native stingless bees. The hive is active throughout the year and will help to pollinate the plants in the garden and surrounding areas. They might even produce a little bit of honey for the parliamentary kitchens!

# INFORMATION SERVICES BRANCH

The Information Services Branch is tasked with the ongoing challenge of meeting the ever-changing information management, research and technology and communication needs of the Parliament. The Branch encompasses IT Services, the Parliamentary Library and Parliamentary Reporting Service (Hansard); teams that have continually proven their ability to provide innovative and responsive services.

The Branch has been working hard to transform its systems and services to become even more effective, accessible and convenient. Over the past three years every section has been reviewed and restructured to ensure staff are best placed to provide high quality, efficient services to members and staff. IT Services has completed numerous network and systems upgrades, the Library has consolidated and expanded its print, online, TV and radio news monitoring services, and the Hansard team has also delivered major improvements in online access to records of parliamentary proceedings.

To ensure services remain focussed on meeting the needs of clients, the Branch sought the feedback of members and staff by way of a survey conducted in August 2015. Among the services identified as most valued were:

- IT Support, which received a rating of 95% and comments such as 'extremely responsive', 'helpful' and 'professional'
- Public and private research papers produced by the Parliamentary Research Service, which received a satisfaction rating of 100%
- The Library's new integrated media monitoring service scored a 96% approval rating
- Hansard support rated highly with 98%.

The Branch continues to seek out areas where improvements can be made.

- While 86% of respondents rated the speed of the parliamentary network and Internet access as OK, this area rated lowest overall for IT Services. The Parliament House wireless network and remote access services also rated as areas for potential improvement
- In relation to Hansard, respondents requested improvement to online search and navigation
- More training on electronic records

management was a popular request

- While respondents were generally satisfied with consultation and communication on services (85%), some scope to offer additional resources explaining the Library's many services was identified
- Finally, behind the scenes an underlying challenge has been in transitioning from 20 year old legacy systems which offered limited prospects as a long term digital platform.

## *Highlights of 2015-2016*

- After more than 12 months of planning, consultation and development, the Parliament's new website and Hansard production systems were launched. The public website boasts several new user-friendly features and perhaps even more significantly has been upgraded to form part of a modern, API-based cloud-scalable platform which provides flexibility for future needs
- The new Hansard system, known as HPS, allows for greater efficiencies in the production of Hansard records. As a consequence, in what is a first for any Parliament in Australia, the Hansard team now makes available transcripts of debates within three hours of the words being spoken in the Chambers. This service makes it even easier for members, staff and the public to stay informed and connected to parliamentary business on sitting days
- Improved network services continued to be rolled out to the 98 electorate offices across New South Wales, including upgrades to bandwidth and the installation of new multi-function devices (MFDs) to replace out-of-date machines
- Network connectivity was also enhanced in the legislative chambers, following a review of the Parliament House wireless network
- In-house training was provided to 427 attendees on a range of IT systems including SharePoint, SAP, Outlook and HP Records Manager, more than double the level of training delivered last year.
- The Library's Research Service completed 416 in-depth private research papers and briefing notes for members, an unprecedented number and more than double last year, while the Reference team responded to 1,452 requests for in-depth fact-finding requests, up from 882 the previous year

- The Library has also been active in the online space, coordinating the review and management of content on both the Parliament’s website and intranet as well as undertaking a project to digitise the historic records dating back to 1824
- Dr Gareth Griffith, Manager of the Research Service, retired after a distinguished 23 year career in the Parliamentary Library

#### Plans for 2016-2017

- Ongoing updates and improvements will continue to be made to the Parliament’s public website, following feedback submitted by members, staff and the community, leveraging the new platform
- IT Services plans to upgrade parliamentary computers to Windows 10 and Office 2016, and to roll out an updated Mobile Device Management system
- A ‘Minister’s Portal’ is planned, allowing ministers and their staff to track deadlines for, and lodge online, government responses to questions on notice, questions without notice, petitions and committee reports
- In preparation for the 2016 Census, the Library’s Research Service is building its capacity to produce interactive maps and charts from statistical data, providing greater into NSW demographics, indicators and trends across electorates.
- The Library will continue to consolidate web content management, records management and parliamentary archives functions, improving the efficiency and effectiveness of services while providing opportunities for staff development
- Plans are underway to implement a new Library request management system, ensuring consistent handling and tracking of all Library and research requests
- The Library is also working with the People & Engagement Branch and the University of Sydney to establish a student research program; providing students with an opportunity to participate in professional research projects
- The Hansard team will continue to monitor options for improving the reliability, efficiency and accessibility of parliamentary proceedings through improvements in broadcasting, video on demand, voice recognition, live captioning and other contemporary technologies



# 10,115

*The number of requests for new services or support received by the IT Service Desk this financial year*



# 1,452

*The number of in-depth fact finding requests processed by the reference team this financial year*



# 95

*The approval rating awarded to IT Support by members and staff*



*This past financial year, there were 57 sitting days, resulting in 9,812 pages of transcripts of proceedings in the Chambers. A total of 111 committee hearings resulted in a further 4,394 pages of transcript*



# A LONG SHELF LIFE

On 16 October 1840, the First Legislative Council appointed Bishop Broughton the Chair of its first Library Committee and thus the country's first and oldest parliamentary library was established.

Over its 175 year history the Library has evolved significantly. In the beginning, it was a simple reading room located in what is now known as the Jubilee Room, in the historic Rum Hospital building. Today it is a much larger contemporary facility located on level 6 of Parliament House, and is a valued and trusted source of impartial, analytical and timely information for members and staff.

To celebrate this milestone, the Library organised a special commemorative display charting the development of the library and the evolution of its services over the years as new technologies have emerged to change the way we discover, source and use information. The display featured a letter dated 25 November 1840 from Bishop Broughton, requesting funds for the Library's very first book acquisitions.

History buffs will be impressed by the Library's collection, which features documents, tomes and records from the earliest days of the colony. One of the most significant items is the 'muster book'; a complete written record of the very first General Muster of 1800. Similar to today's census, the Muster recorded details of people's occupations, land and animals owned. David Batty, for example, was a hat-maker; Edward O'Hara a soap-boiler; Sara Ryan owned a grant of land at Mulgrave Place and Captain John Macarthur listed 600 sheep, 100 cattle and 10 horses.

There are also more contemporary gems including a hand painted first edition of John Gould's famous 'Birds of Australia' and documents bearing the signature of Her Majesty, Queen Victoria.



# FINANCIAL SERVICES BRANCH

The Financial Services Branch encompasses the Accounting Services and Members' Entitlements teams; the latter being an administrative unit that is unique to parliamentary institutions. Overall, the Branch provides:

- Payment of accounts
- Invoicing and debt collection
- Preparation of taxation returns
- Monthly financial reports
- Asset accounting
- Financial statements
- Budget preparation
- Assessing and processing of members' claims
- Provision of education, advice and resources relating to members' entitlements and the interpretation of the Parliamentary Remuneration Tribunal and other legislation

Following the appointment of a Governance and Risk Management Officer during the year the Branch has been able to take a greater role in: progressing the implementation of the business continuity planning process; enterprise risk management; coordination of internal audits; corporate governance and insurance arrangements.

## *Highlights of 2015-2016*

- The 2015 submission to the Parliamentary Remuneration Tribunal (PRT) proposed some significant changes to the current model for members' entitlements, which had remained largely unaltered since its introduction 15 years ago. Released in May 2016, the new Determination streamlined the system, promoting an alternative approach for the treatment of high volume, low level transactions and providing members with greater flexibility in the use of their entitlements. At the same time, suitable levels of accountability are maintained.

The Financial Services Branch took carriage of a rapid implementation process, to support the operation of the new Determination by 1 July 2016. In addition to reviewing its administration processes and resources, the team conducted awareness training sessions for members and staff and developed new guidelines to support the changed entitlements.

- Significant headway was made with the ongoing implementation of the Parliament's business continuity management program. Desktop testing was conducted for all business resumption plans, a back office business recovery site was established, and potential venues for parliamentary sitting sites were visited and reviewed.
- All statutory, Treasury and internal reporting deadlines for the financial year were met, within five business days.
- The team supported the People & Engagement and Information Services Branches with the development of requirements to digitise members' claims and with other SAP projects including the Additional Temporary Staff online portal, SAP mobility and SAP test tools.
- A new government travel contract was awarded during the financial year, requiring the team to transition the Parliament, its members and staff to the new provider. New travel profiles were developed for members and staff, with training offered to ensure stakeholders understood the new booking system.
- Alignment of SAP purchase order release strategy to updated financial delegations for the three parliamentary departments.
- Implementation of the Westpac Quickweb Online Credit Card Payment solution.
- Updated charter for the Audit and Risk Committee and a development of an internal audit charter.

## *Plans for 2016-2017*

- Complete a long-term project to restructure the Financial Services team, following a review of services completed in previous financial years. Management will work closely with the People & Engagement Branch to ensure the restructure is implemented with appropriate levels of consultation from all stakeholders.
- Working with the Information Services Branch, the team will commence the implementation of a project that will allow members and staff access to lodge, authorise and track the status of PRT related-expenses online and from mobile devices.





*The Financial Services Branch includes the Members' Entitlements team; an administrative unit that is unique to parliamentary institutions*







# PARLIAMENTARY CATERING

Parliamentary Catering provides arguably one of the most popular set of services in the Parliament; ensuring that members and staff are fed, watered and caffeinated. The team manages four catered outlets including Café Quorum, the Strangers' and Members' Dining Rooms and a Public Café. In addition, they provide a professional function and events service to members, staff, corporate customers and community groups.

Given the keen interest taken by many customers in Parliamentary Catering, the team is constantly seeking feedback and ideas to improve its services and menus. Much of this financial year was dedicated to the creation of new menus, as well as the refurbishment of the dining areas for the benefit of members, staff and visitors. An exciting new public dining experience was also launched (see over the page for more details).

## *Highlights of 2015-2016*

- One of the major achievements this year was the launch of a new 'High Tea in the House' experience. Held on the last Friday of each month in the Strangers' Dining Room, this fine dining experience is the first of its kind hosted by the Parliament, and opens the dining rooms to the visiting public. It has been a tremendous success, and may lead to additional public dining opportunities in the future
- As part of the broader capital works program, the Members' and Strangers' Dining Rooms received a much-needed upgrade to furniture, fittings and décor; much of which had been in place for more than 30 years. The new design, which includes new feature walls and table settings, maintains the heritage integrity of the spaces while also creating a more contemporary setting for diners
- After a thorough tender process, the Parliament has provided two external caterers with exclusive access to cater for their client functions at Parliament House. Fresh Catering and Gastronomy were the successful applicants, with catered events to provide an additional revenue stream for the Parliament throughout the year
- Redeveloped [www.parliamentarycatering.com.au](http://www.parliamentarycatering.com.au), providing a more contemporary and useful marketing tool for members, staff and prospective customers from the private,

government and community sectors

- Following a review of existing practices, the team introduced a barcode system to increase the efficiency and accuracy of stocktake practices
- An overall increase in revenue was achieved, driven by more effective supply chain management and the sourcing of more cost effective local goods and produce

## *Plans for 2016-2017*

- Following the success of the High Tea in the House experience, Parliamentary Catering is currently planning to increase the number of High Teas offered each month. Consideration will also be given to opening the Strangers' Dining Room to the public on non-sitting days; an exciting development for the Parliament and community
- New opportunities to market and promote the corporate catering service will be explored, with a series of direct marketing campaigns to be developed and rolled out to prospective customers from the private, government and community sectors
- The Parliamentary Gift Shop, which operates out of the Public Café, will be refreshed with a new range of merchandise for sale to members, staff and the public
- Work with the Facilities Branch on the design, development and implementation of a project to construct a new public function room on level 7 of the Parliament
- To improve on our services and products, the team will regularly consult with customers and review its menus to ensure we are catering to as many needs and requests as possible.

# 130,000

*The number of times Parliamentary Catering staff re-arranged table and chair settings in the dining rooms over this financial year*



# High Tea in the House

With its iconic heritage features, Westminster-inspired traditions and central CBD location, Parliament House has always been the perfect venue for High Teas. And so in October 2015, Parliamentary Catering was very pleased to launch the highly anticipated 'High Tea in the House' experience. Hosted on the last Friday of each month, this exciting new event opens the Strangers' Dining Room to the public, providing a rare opportunity to dine in an area that typically hosts members of Parliament, Heads of State, visiting dignitaries and even royalty.

Our team of expert chefs have taken the traditional High Tea menu and added just a pinch of their in-house flair, using ingredients sourced from within NSW. Think lemonade scones with strawberry gel and cream, milk chocolate aero squares and flamed lemon meringue pies. Or for savoury palettes, there is a bocconcini tartlet with chive coulis, a smoked salmon and dill crepe roulade and a cucumber sandwich with a twist. With an expansive view of the Domain, guests can indulge and enjoy the scenery; with a cheeky nod to the passing joggers and boot camps in the park!

The event has been a great success, with sessions consistently booked out throughout the year. Bloggers and food critics have also given the menu and ambience a big thumbs-up.

*"By the time your tiered cake stand of sweets arrives, you'll be right in the high-tea zone." – Broadsheet Sydney*

*"A strong menu done exceptionally well. It gives a nod to tradition without being stale of stuffy." – High Tea Society*

So if you haven't already, do make sure to book your spot at the table. Visit [www.parliamentarycatering.com.au](http://www.parliamentarycatering.com.au) for more information





# MEET THE TEAM

***Khaled Summery***  
***Sous Chef***  
***Parliamentary Catering***



Khaled has been part of the Parliamentary Catering for two years, and has fast gone from a junior chef to the role of Sous Chef assisting the Executive Chef, David Learmonth. Khaled enjoys the hectic pace of the parliamentary kitchens and the challenge of preparing dishes for hundreds of people at a time, as is so often the case during busy sitting weeks. He

has also been quick to learn all he can from his experienced and hatted supervisor and relishes the opportunity to contribute ideas for new menus and seasonal specials.

“We are always changing and evolving to keep things interesting for our customers,” he says. “I look forward to working with David and the team here at Parliament House to grow and develop our menus and services into the future.”



*Manly Beach, Sydney by Irenusz Luty*



# THE PARLIAMENTARY ART PRIZES

The Fountain Court of Parliament House provides an unexpected space for multiple exhibitions of fine art throughout the calendar year, showcasing the unique and diverse talents of artistic communities across New South Wales. Some of these exhibitions feature a prize component, and have developed into major events for the Parliament and the community. This includes the NSW Parliament Plein Air Painting Prize (coming in October 2016), the Parliament of NSW Aboriginal Art Prize and the NSW Parliament Landscape Photography Prize.

## The NSW Parliament Landscape Photography Prize

For the third year in a row, the Parliament partnered with the Head On Photography Festival to deliver the NSW Parliament Landscape Photography Prize. A partner of sorts to the Plein Air Painting Prize, this prize is awarded to the best photograph of an urban, rural or natural landscape in NSW.

The 2016 exhibition – hosted throughout May 2016 - featured 40 contemporary landscape photographs taken by the very best national and international artists. Ireneusz Luty was chosen as the winner for this mysterious and moody portrait of Manly Beach. Mr Luty was awarded the \$10,000 cash prize, generously donated by Desane. The photograph will now become part of the NSW Parliamentary Collection.

## The Parliament of New South Wales Aboriginal Art Prize

Launched in 2004, the Parliament of New South Wales Aboriginal Art Prize has been one of the main ways through which the Parliament has connected with and promoted contemporary Aboriginal art. Delivered in partnership with Campbelltown City Council, Arts NSW and the University of NSW Faculty of Art & Design, the Prize awards \$40,000 to the winning artists as well as a series of residencies and scholarships to Aboriginal artists and students.

The 2015 Prize – hosted throughout October 2015 - was awarded to Shevaun Wright, for her work Site Specific Work [Suggested Corporate Names – Catholic Child Abuse Compensation Entity].

The piece explored the confronting theme of child abuse and resonated with the independent judging panel of Stephen Gilchrist, Julie Gough and Liza-Mare Syron.

The 42 other finalists included established and emerging artists, showcasing techniques and styles from traditional and contemporary painting, sculpture, woodwork, handmade paper and digital mediums.

The Parliament of New South Wales is proud to have supported the growth and development of the Parliament of NSW Aboriginal Art Prize and the opportunities it has provided to finalists and winners over the past eleven years.

Through the commitment of the Parliament and its partners, the Prize became one of the richest art incentives for Aboriginal artists, and helped to develop the careers of many emerging artists. An acquisitive Prize, it contributed to the development of the NSW Parliamentary Collection, which now features many fine examples of historic and contemporary Aboriginal art. These artworks will proudly be displayed throughout Parliament House for many years to come.

The Parliament is now looking forward to watching the next chapter of the Prize unfold, as it transitions to the New South Wales Contemporary Aboriginal Art Award, under the guidance of Campbelltown Arts Centre and Arts NSW.

The Parliament of NSW is principally a working Parliament and while we remain committed to the promotion and development of Aboriginal art in NSW, we recognise the need for the Prize to grow and develop the scope of opportunities it can offer to the community. We are confident that the New South Wales Contemporary Aboriginal Art Award will do much to support the promotion and development of emerging and professional artists.

We would like to thank our partners in the Parliament of NSW Aboriginal Art Prize; Campbelltown Arts, Arts NSW, the University of New South Wales Faculty of Art & Design and Coal & Allied. It has been a wonderful experience and we are proud of the enduring legacy.

# underSTATED 2016

It is a little known fact that the Parliament of NSW is the proud custodian of a significant collection of fine art, antiques and artefacts from its near 200-year history. This includes works dated back to colonial times, as well as more contemporary works collected and acquired since the 1980s. In 2012, a biennial exhibition series was launched to present selected works from the collection to the public. Called underSTATED, the series has so featured paintings and photographs by the likes of Brett Whiteley and Max Dupain.

In 2016, the third exhibition in the series presented 44 works on paper from iconic Australian artists such as Cressida Campbell, Lloyd Rees, Roy Kennedy, Carl Plate and

Peter Kingston. The eclectic display featured drawings, paintings, etchings, screen prints and watercolours. Administered and managed by DPS, the exhibition launched in January 2016 and ran through until the end of February.

The majority of works in this exhibition were acquired as part of the refurbishment of the Parliament more than 30 years ago. Some of the more recent artworks have been acquired through Parliament-hosted exhibitions and awards.

Bottom: Detail from *Black fish in black nets*, by Aunty Joy Duncan. Right: Detail from *Crimson Rosellas*, by Sally Robinson







ellas



# INNOVATION IN A HOUSE OF TRADITION

The Parliament of New South Wales is Australia's first and oldest Parliament. It is the founding cornerstone of Australian democracy and remains one of the few physical links to our colonial past. In an institution where tradition runs deep and the very walls are part of Sydney's heritage, finding new ways of doing things can be a challenge. How do you conserve history while meeting the needs of a modern working parliament?

Those who have read past DPS Annual Reports will be familiar with some of the innovative work being done by the department to ensure that today's members and staff are supplied with the information, resources and workspaces necessary to perform their duties on behalf of the community. This has included: upgrades to online platforms and mobile networks; upgrades to workspaces and corporate facilities; the installation of new security features; and the application of technology to improve services offered across the department.

The scale and pace of innovation has increased in recent years, due in large part to the rare opportunities afforded by the current program of capital works and much-needed upgrades to the parliament's essential technology networks. But behind it all is a need to ensure that the Parliament continues to perform its duties as custodian of a very unique and colourful past; one steeped in rum.

## Politics and patients

Between 1816 and 1848, the General Hospital on Sydney's Macquarie Street provided medical care for the colony's convict workforce. The first public works project of Governor Lachlan Macquarie, its construction was financed in exchange for a monopoly on the importation of 45,000 gallons of rum: hence its nickname of the 'Rum Hospital.' The substantial buildings in the centre of Sydney soon attracted interest for other government uses and by 1842 the northern wing – which housed the Surgeon's Quarters and operating theatres – was completely turned over for use by the colony's first Legislative Council. The house of patients was now a house of politics.

In early 2016, the Parliament marked the bicentenary with a special exhibition highlighting some of the more colourful stories from those early days. Did you know, for example, that the hospital had a rather fearsome reputation as the 'Sidney Slaughter House'? Surgical tools, methods and medicines were a little less sophisticated in the 1800s. The few surgical operations that were performed were undertaken in the Surgeon's Quarters – what is now an antechamber to the Legislative Assembly. In 1816, three amputations were performed, one being the removal of a merchant sailor's arm for which the surgeon was paid 30 pounds.

Upon completion of the hospital Francis Greenway, the newly appointed colonial architect, condemned the building claiming that it 'must soon fall into ruin.' Behind the beautiful façade, short-cuts had been taken and structural faults were numerous. Macquarie ordered the contractors to remedy the faults and defects, but many remained hidden until the Parliament underwent a program of restoration and expansion in the 1980s. Still others are being uncovered to this very day, as the Parliament once again goes under the knife with this latest program of capital works (see Facilities Branch entry).

It has been a complicated project, with the Parliament needing to work closely with architects, contractors and heritage consultants to overcome the many challenges posed by working with a heritage building; from unexpected discoveries under the floorboards, to ensuring that any new features are in keeping with the look and feel of the old.

It is fitting that during this bicentenary year several conversation projects were completed or begun. This included the replacement of the roof over the Rum Hospital building; an immense project that required careful management to ensure minimal disruption to the sitting Parliament. Disappearing for many months behind a network of scaffolding, the Parliament emerged with a new roofing system that will ensure the heritage buildings remain protected and preserved. Works will also begin in the next financial year to repair and restore the

heritage interiors; touching up paint, replacing worn carpet and conserving the original fittings and finishes.

It is unlikely that the builders of the original Rum Hospital planned for it to stand for 200 years. Indeed we know for a fact that many thought it would fall down well before then! It is a testament to the resilience of this institution that we have maintained our heritage for so many years. And with a new lease on its very long life, the Parliament will continue to stand on Macquarie Street for many years to come.

Tours of Parliament House are available to members of the public wanting to learn more about the past, present and future. Visit [www.parliament.nsw.gov.au](http://www.parliament.nsw.gov.au) for more information.



The newly restored Jubilee Room



# PARLIAMENTARY SERVICE AWARDS

Each year, the Parliamentary Service Awards are issued to staff from across the parliamentary departments, in recognition of their loyalty, professionalism and outstanding years of service to the Parliament and to the people of NSW. In the past financial year, 13 staff from DPS reached significant milestones in their careers at the Parliament.

Two members are to be singled out in particular for their many, many years of remarkable service to the Parliament and the community. They are Carmen Vella, who has spent 30 years working in the library and Jose De Sousa, who has spent 35 years looking after cleaning and maintenance. Congratulations to you both!

There are 515 hours of experience between this years' recipients, and their longevity of service is proof that a career in the service of NSW is a rewarding and fulfilling choice.

## 2016 DPS Parliamentary Service Award Recipients:

Colin Brown - 10 years  
Michael Crawford - 10 years  
Kirsty Eggmolesse - 10 years  
Ashok Kumar - 10 years  
Grace Peake - 10 years  
Carmen Vejarano - 10 years

Leona Hobbs - 15 years  
Poppy Katsiris - 15 years  
Consolacion Rabino - 15 years  
Bronwyn Robins - 15 years  
Angeliki Stathopoulos - 15 years  
Terence Walker - 15 years  
Craig Wheeler - 15 years

Judy Bartlett - 20 years  
Irma Carrion - 20 years  
Gary Chan - 20 years  
Gloria Henriquez - 20 years  
Julie Langsworth - 20 years  
Elain Newland - 20 years  
Gina Pye - 20 years  
Selma Wong - 20 years

Paul Brock - 25 years  
Ross Fulwood - 25 years  
Marta Lescano - 25 years  
Angelo Montesano - 25 years  
Carol Pope - 25 years

Carmen Vella - 30 years

Jose De Sousa - 35 years





# FINANCIAL COMMENTARY

The net cost of services for the Department of Parliamentary Services was \$33.185 million and represents 24.3% of the total net cost of services of the Parliament for the 2015-16 financial year. This reflects a favourable variance of \$1.870 million or 5.3% against the budget of \$35.055 million.

The main components of the variance include:

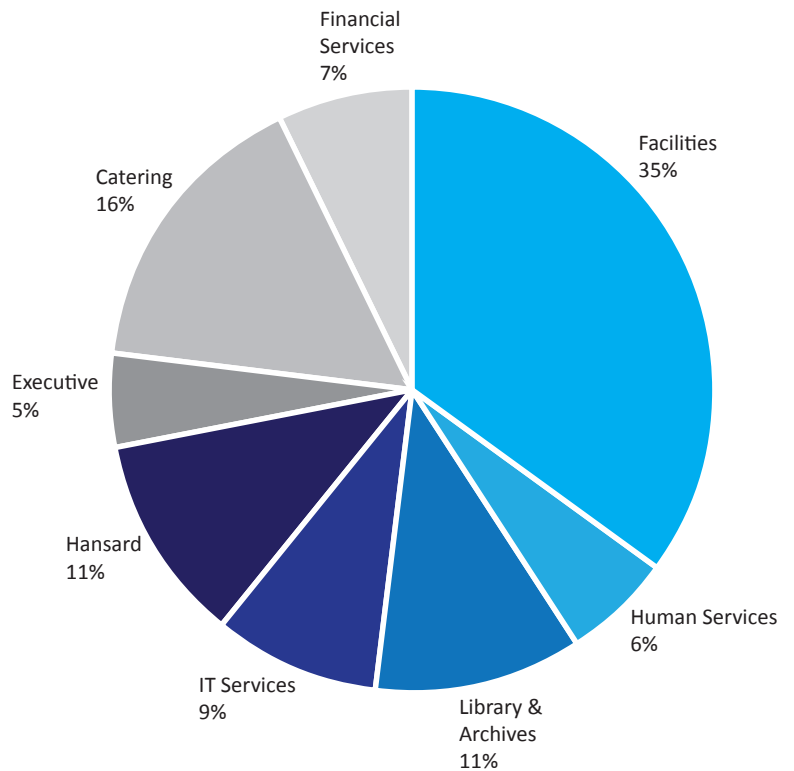
- Other operating expenses being below budget by \$423,000 with significant items being lower energy costs and contract fees
- Depreciation and amortisation being below budget by \$869,000 mainly due to the valuation of the Parliament’s building being completed after the original budget estimates were prepared
- Revenue being \$1.179 million higher than budget, the main components being sale of goods and services %541,000 and other revenue of \$510,000
- Employee related expenses being \$595,000 higher than budget with higher catering labour costs being a significant factor.

The net cost of services was \$2.768 million higher than the previous year with the major item being depreciation and amortisation.

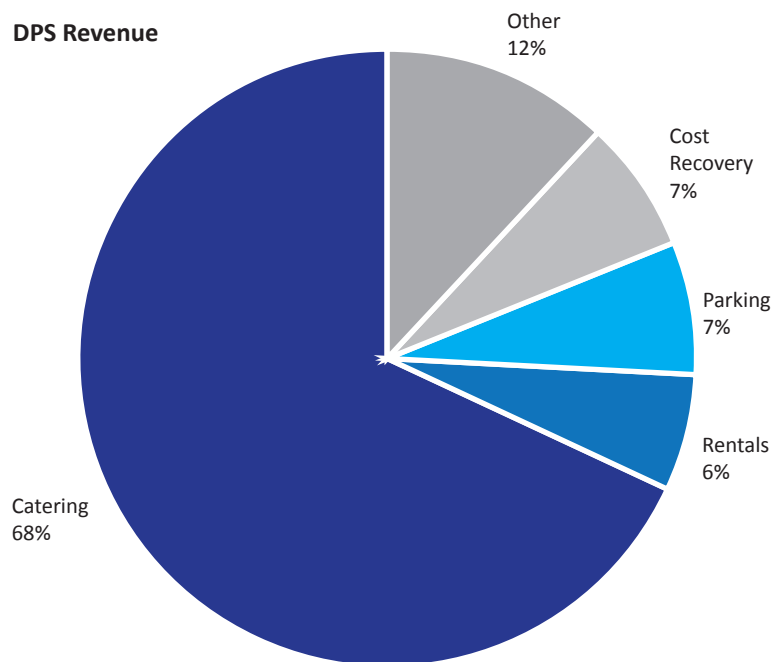
The catering activities, including the hosting of functions, generated 68% of the Department’s revenue, which supports the operations of the Parliament and encourages community access.

Employee related expenses accounted for 46% of the total expenses of the Department of Parliamentary Services.

**DPS Total Expenses**



**DPS Revenue**



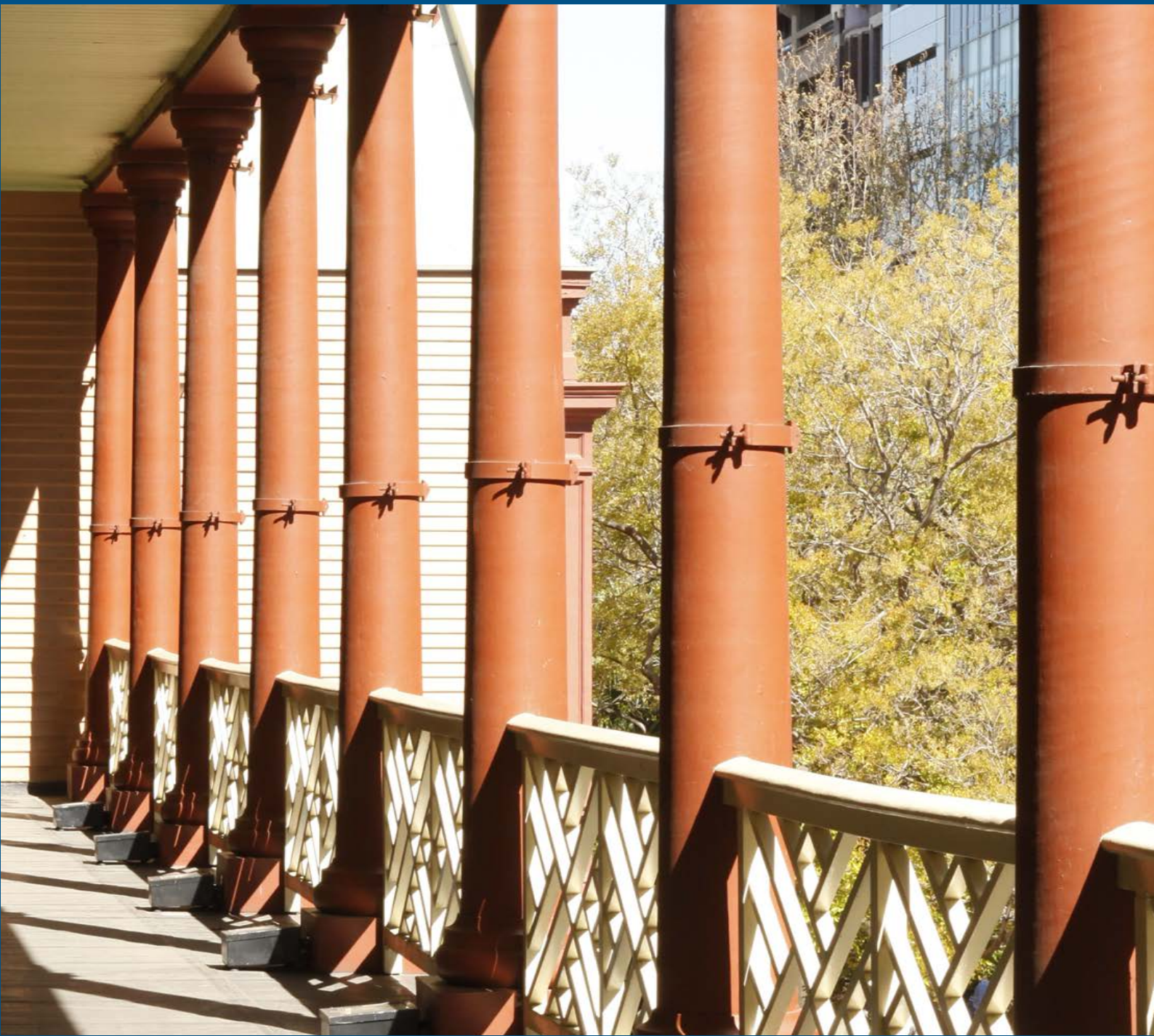
*Start of unaudited financial statements*

**Department of Parliamentary Services**

*Income Statement for the year ended 30 June 2016*

	<b>Actual 2016 \$'000</b>	<b>Budget 2016 \$'000</b>	<b>Actual 2015 \$'000</b>
<b>Expenses excluding losses</b>			
Operating expenses			
Employee related	17,967	17,372	17,422
Other operating expenses	12,596	13,019	12,193
Depreciation and amortisation	8,554	9,423	5,840
<b>Total Expenses excluding losses</b>	<b>39,117</b>	<b>39,814</b>	<b>35,455</b>
<b>Revenue</b>			
Sale of goods and services	5,215	4,674	4,942
Investment revenue	-	-	148
Grants and contributions	128	-	190
Other revenue	595	85	274
<b>Total Revenue</b>	<b>5,938</b>	<b>4,759</b>	<b>5,554</b>
Loss on disposal	6	-	516
<b>Net Cost of Services</b>	<b>33,185</b>	<b>35,055</b>	<b>30,417</b>

*End of unaudited financial statements*



# APPENDICES



# APPENDIX A

## GOVERNANCE AND RISK

### Audit and Risk Committee

The Parliament's Audit and Risk Committee ("Committee") and Committee Charter were established in accordance with Treasury Policy Paper (TPP 15-03), Internal Audit and Risk Management Policy for the NSW Public Sector. The Committee's Charter sets out the objective of the Committee as follows: "to provide independent assurance to the Clerk of the Parliaments, the Clerk of the Legislative Assembly ("the Clerks") and the Executive Manager Parliamentary Services by overseeing and monitoring Legislature's governance, risk and control frameworks and its external accountability requirements."

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

The Committee meeting dates and attendance in 2015-16 were:

- 7 August 2015 (Carol Holley, Alex Smith and David Antaw)
- 18 September 2015 (Carol Holley, Alex Smith and David Antaw)
- 28 September 2015 (Carol Holley, Alex Smith and David Antaw)
- 7 December 2015 (Carol Holley, Alex Smith and David Antaw)
- 22 April 2016 (Carol Holley and Alex Smith)
- 2 May 2016 (Carol Holley and Alex Smith)
- 27 June 2016 (Carol Holley, Alex Smith and David Antaw)

Additionally the Parliament's management and the Committee approved the Committee's new charter in 2016, and the creation of an Internal Audit Charter. Both charters are based on the requirements of NSW Treasury policy, with necessary adjustments performed to recognise the unique role of the Legislature.

### Internal audit

The Parliament's updated risk weighted annual Internal Audit Plan for 2015 was endorsed in August 2015 by the Committee. At each meeting in 2015-16 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 2016-17

During the course of 2015-16, the Committee received reports and management responses for the following internal audits:

- Payroll Operations
- Catering
- Workplace Health & Safety
- Records Management
- Special Security Review
- Members' Entitlements

Four additional audits were commenced in 2015-16 and final reports will be submitted to the Committee in 2016-17.

### External Audit

The Committee noted the NSW Audit Office's opinion that the 2014-15 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 2015-16 financial statements.

### Enterprise Risk Management

In June 2016 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 2016-17 Internal Audit Plan, both of which were endorsed by the Committee. The Corporate Risk Register will be subject to formal quarterly review by management and the Committee, as will the efficacy of the approved risk mitigations.

## Business Continuity Management

Parliament has made significant progress in implementing its Business Continuity Management System in 2015-16. Highlights include:

- Establishment of an off-site Business Recovery Site
- Desktop testing of Business Recovery Plans
- Testing at the Business Recovery Site
- Development of Emergency SMS texting
- Development of a Memorandum of Understanding with commercial hotels to serve as additional Business Recovery Site
- 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 GIP for all business insurance and Employers Mutual for Workers Compensation insurance requirements.

	2011-12	2012-13	2013-14	2014-15	2015-16
Property	\$215,570	\$260,520	\$244,170	\$205,080	\$179,100
Worker's Compensation	\$343,410	\$330,130	\$279,059	\$263,575	\$371,276
Motor	\$1,470	\$790	\$940	\$800	\$750
Liability	\$57,510	\$57,360	\$62,350	\$60,060	\$52,420
Miscellaneous	\$11,530	\$15,560	\$15,220	\$9,890	\$9,030
Total	\$629,490	\$664,360	\$601,739	\$539,405	\$612,576

Note: the movement in workers compensation premiums paid between 2014-15 and 2015-16 principally reflects an increase in the cost of sourcing insurance in the market place, as well as a minor increase in Parliament's payroll expenditure, both of which were netted against a small reduction generated by Parliament's favourable claims history.

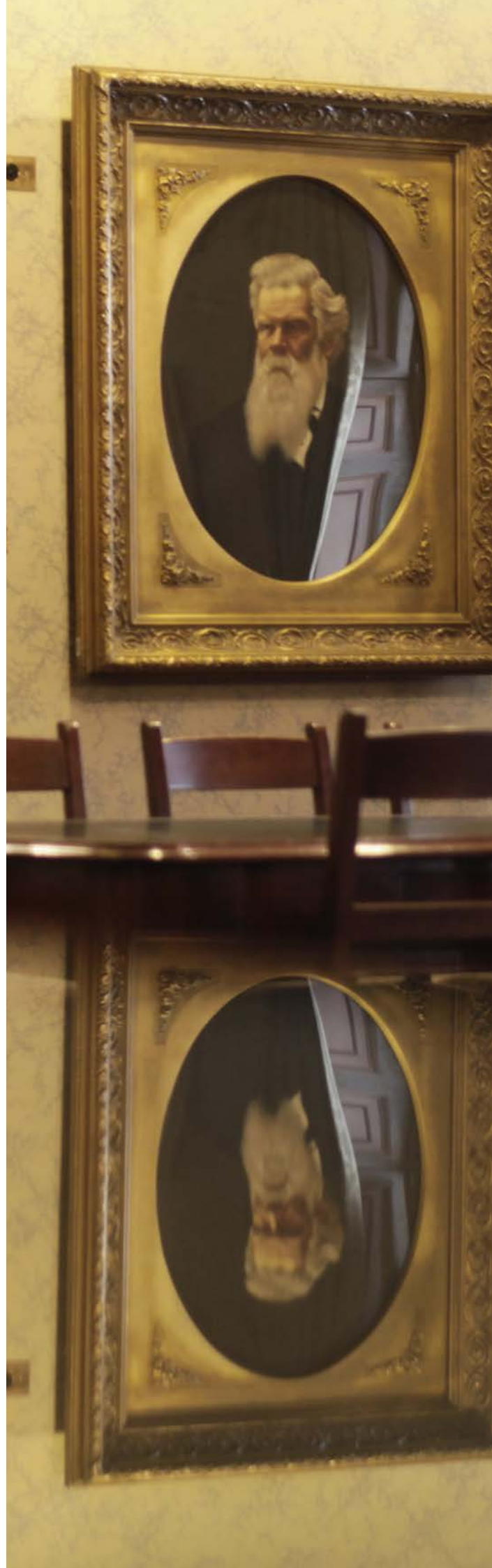
# APPENDIX B

## 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 of Parliamentary Services has 12 credit cards issued with individual limits ranging from \$5,000 up to \$20,000 and a total combined limit of \$125,000. Any expenditure must be authorised by a financial delegate. Any expenditure by the Executive Manager, Parliamentary Services is authorised by Clerk of the Legislative Assembly or the Clerk of the Parliaments.





# APPENDIX C

## CONSULTANTS

There are no consultancies to report



# APPENDIX D

## WORKFORCE DIVERSITY ACTUAL STAFF NUMBERS

Remuneration Level of Substantive Position	Total Staff (Men, Women & Unspecified)	Respondents	Men	Women	Unspecified gender	Aboriginal and Torres Strait Islanders	People from Racial, Ethnic, Ethno-Religious Minority Groups	People whose Language First Spoken as a Child was not English	People with a Disability	People with a Disability Requiring Work-related Adjustment
\$0 - \$44,683	0	0	0	0	0	0	0	0	0	0
\$44,683 - \$58,867	37	6	15	22	0	0	4	5	0	0
\$58,867 - \$65,608	14	5	7	7	0	0	3	4	1	0
\$65,608 - \$83,022	30	16	17	13	0	0	6	4	0	0
\$83,022 - \$107,362	55	21	21	34	0	0	8	6	0	0
\$107,362- \$134,202	29	12	15	14	0	0	2	1	0	0
\$134,202 > (Non SES)	7	3	6	1	0	0	0	0	0	0
\$134,202 > (SES)	1	1	1	0	0	0	0	0	0	0
<b>Total</b>	<b>173</b>	<b>64</b>	<b>82</b>	<b>91</b>	<b>0</b>	<b>0</b>	<b>23</b>	<b>20</b>	<b>1</b>	<b>0</b>

# APPENDIX E

## WORK, HEALTH & SAFETY AND INJURY MANAGEMENT REPORT

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 & 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.

### SUMMARY OF REPORTED INCIDENTS: FINANCIAL YEAR 2014-15

	No. of incidents	Near Miss	STF	Strains	Other	Lost Time
DPS (Overall)	14	5	0	3	1	5

STF = Slips, Trips and Falls

Strains = includes manual handling incidents

Other = all other incidents not categorised



# APPENDIX F

## WAGE & 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 25 June 2015 increased the salaries of the Clerks, Executive Manager, DPS and Deputy Clerks by 2.5% from 1 July 2015.

# 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.

# APPENDIX H

## LIBRARY RESEARCH PUBLICATIONS 2015-2016

May 2016	<i>Hemp as fibre and food? Regulatory developments and current issues</i>
May 2016	<i>Sentencing outcomes for firearms offences</i>
May 2016	<i>NSW Economic Update Autumn 2016</i>
Apr 2016	<i>Serious Crime Prevention Orders</i>
Mar 2016	<i>Cyberbullying of children</i>
Feb 2016	<i>The tax reform debate: GST and other options</i>
Feb 2016	<i>Radicalisation and violent extremism: causes and responses</i>
Jan 2016	<i>NSW Economic Update Summer 2016</i>
Jan 2016	<i>Multiculturalism: Key issues and sources</i>
Dec 2015	<i>Future workforce trends in NSW: Emerging technologies and their potential impact</i>
Nov 2015	<i>NSW School Education: NAPLAN, measurement and performance</i>
Nov 2015	<i>Aboriginal cultural heritage protection: proposed reforms</i>
Oct 2015	<i>NSW Economic Update Spring 2015</i>
Oct 2015	<i>The Greater Sydney Commission</i>
Oct 2015	<i>The Trans-Pacific Partnership Agreement: NSW trade and a snapshot of the key issues</i>
Oct 2015	<i>Ryde labour force trends</i>
Oct 2015	<i>Northern Beaches labour force trends</i>
Oct 2015	<i>North Sydney &amp; Hornsby labour force trends</i>
Oct 2015	<i>Central Coast labour force trends</i>
Oct 2015	<i>Private rental housing and security of tenure</i>
Oct 2015	<i>Affordable rental housing: current policies and options</i>
Oct 2015	<i>Older prisoners: trends and challenges</i>
Sep 2015	<i>Affordable rental housing: the problems and its causes</i>
Sep 2015	<i>Newcastle &amp; Lake Macquarie labour force trends</i>
Sep 2015	<i>Hunter Valley labour force trends</i>
Sep 2015	<i>Illawarra labour force trends</i>
Sep 2015	<i>WestConnex: a timeline of key developments</i>
Sep 2015	<i>Strata law reforms in NSW</i>
Sep 2015	<i>Funding opportunities for community groups</i>
Aug 2015	<i>Western Sydney: an economic profile</i>
Aug 2015	<i>Farm trespass, surveillance and the Biosecurity Bill 2015</i>
Aug 2015	<i>Brothel regulation in NSW</i>
Aug 2015	<i>Revenge pornography, privacy and the law</i>
Aug 2015	<i>Trends in NSW State Finances: 2002-03 to 2015-16</i>
Jul 2015	<i>NSW Legislative Assembly election 2015: two-party preferred results by polling place</i>
Jul 2015	<i>NSW Economic Update Winter 2015</i>
Jul 2015	<i>2015 New South Wales Election: Analysis of Results</i>
Jul 2015	<i>NSW rail freight transport and infrastructure</i>
Jul 2015	<i>Uber and Airbnb: the legal and policy debate in NSW</i>







Parliament House is open to the public between 9.00am and 5.00pm every weekday except public holidays.

For more information about tours of Parliament (for both students and the general public), special events and public art exhibits in the Fountain Court, please visit the website or contact Parliamentary Education on the details below:

P: 02 9230 2047

E: [education@parliament.nsw.gov.au](mailto:education@parliament.nsw.gov.au)



[www.parliament.nsw.gov.au](http://www.parliament.nsw.gov.au)

