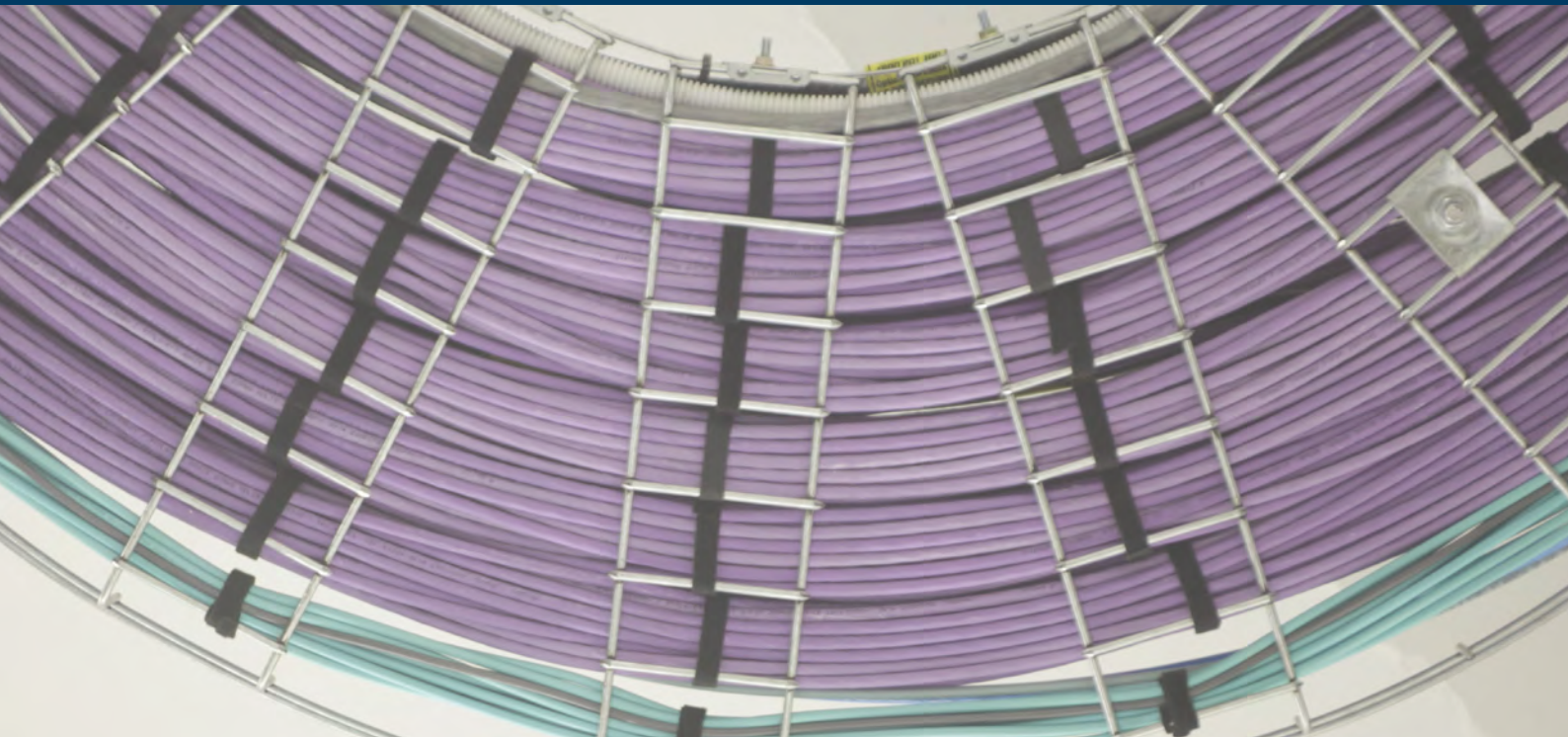




annual report 2014

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 2014.

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 content of 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.

Within these pages, you find details of the major achievements for each functional area of DPS for the 2013-2014 financial year, providing information and statistics relating to some of the outputs and planned initiatives for the future.

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

Yours sincerely

Rob Stefanic
Executive Manager
Department of Parliamentary Services

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Department of Parliamentary Services

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The Presiding Officers' Foreword

The Department of Parliamentary Services (DPS) is the principal corporate service department of the Parliament of New South Wales, and members and staff rely on DPS to help ensure the maintenance and development of the parliamentary environment and the smooth operation of the Parliament and its activities.

Over the past financial year, the staff of DPS have worked hard to support the Parliament, and it is our pleasure to introduce the Annual Report for the year ending 30 June 2014. The following pages outline the extraordinary efforts of the DPS branches in contributing to another successful year, and also outline their innovative strategies for the year ahead.

DPS must be congratulated in particular on their work in managing the development and implementation of the first program of capital works at the Parliament since the early 1980's which, when complete, will greatly improve the safety and efficiency of the working environment for members and staff. The scope of the works includes construction, renovations and safety upgrades and is the most significant overhaul of infrastructure at the Parliament in at least 30 years.

On behalf of the Parliament we would like to express our gratitude to DPS, and congratulate them on their many achievements this year.

The Hon Don Harwin MLC
President of the Legislative Council

The Hon Shelley Hancock MP
Speaker of the Legislative Assembly

Executive Manager's Review

Last year we launched the DPS Strategic Plan for 2013-2015 with an ambitious program of initiatives and planned outcomes. On reviewing our progress earlier this year against our strategic objectives, I was pleasantly surprised that we had either fulfilled or substantially progressed almost all of the initiatives – and we still have one financial year to go before the strategic plan expires!

Not only that, but the Strategic Plan doesn't articulate the many unplanned activities and projects that arise during each year and are managed so fluently by our dedicated and capable staff. Fortunately the annual report draws attention to some of those activities for the public record.

One of our strategic objectives that I am very proud to highlight here is our work to enhance the accessibility to Parliament House and parliamentary activity. In particular, we are:

- Establishing better information and engagement with online audiences through our new Facebook page
- Providing a new public access WiFi system throughout Parliament House
- Hosting a number of key exhibitions including UnderSTATED 2014, and the Parliament's Plein Air Painting and Aboriginal Art Prizes
- Improving our outreach to regional and remote schools across NSW by developing a civics education program to be delivered via our videoconferencing system
- Planning to open a public café for visitors to Parliament House
- Organising to host a major exhibition to commemorate the Centenary of ANZAC in January 2015.

I must again this year draw attention to our continued planning and delivery of an unprecedented number of capital projects

both in scale and budget value. The ageing infrastructure of our building and the limited space it provides have been substantial drivers for many of our capital proposals that will restore our ability to meet contemporary work health and safety and building compliance regulations. I would like to draw particular attention to the immense collaborative effort between the Facilities Branch and the Parliamentary Library to deliver the Library, Records and Archives Repository Refurbishment (see pages 31 and 32) and between the Facilities Branch and Parliamentary Catering to successfully complete the Kitchen Refurbishment.

On the subject of collaboration, I would like to acknowledge the valuable collegial relationship I share with my colleagues, Mr David Blunt, Clerk of the Parliaments and Ms Ronda Miller, Clerk of the Legislative Assembly. As a management team, we are committed to ensuring our combined service areas work together towards our common objectives. A cooperative working environment will be critical as we approach the 2015 NSW State Election which will bring many challenges in managing the process for members leaving Parliament and welcoming the new members of Parliament.

The critical role of the Presiding Officers in providing support and guidance on our many projects is rarely mentioned. The Presiding Officers and their staff play an integral part in most of our public engagement and stakeholder consultation work which ensures effective outcomes.

Most importantly, I would like to express my gratitude many of my DPS colleagues for their tireless commitment to perform well beyond their role descriptions. I'm proud to commend this report to the Presiding Officers as an enduring record of our achievements.

Rob Stefanic
Executive Manager, Parliamentary Services



As our **experience** has grown so too has our desire to **innovate** and to seek out the most **effective**, creative and **contemporary** methods through which to **improve** our services.

The Department

With over 200 specialist service providers in our ranks, the Department of Parliamentary Services is a highly professional and effective corporate support department, working behind the scenes to support the environment and activities of the Parliament of New South Wales. We provide innovative and results-driven services and, together with our colleagues in the Departments of the Legislative Council and Legislative Assembly, we support parliamentary democracy in New South Wales by assisting the Parliament and its members to achieve their duties on behalf of the community.

Established in 2008, DPS is now comprised of five main branches; Facilities, People & Engagement, Parliamentary Catering, Information Services and Financial Services. Working under the direction of the Office of the Executive Manager, the Department has developed into a well-oiled and expert machine, providing a wide range of essential services.

Our effective and professional staff work to ensure that every little detail of the working environment is functional and useful; from pens, paper, computers, tablets and mobile devices, to desks, chairs and offices of members and staff. From making sure the workplace is safe, secure and healthy, to ensuring that everybody is paid on time. From keeping members and staff fed, watered and caffeinated, to providing advice on finance and members' entitlements. From ensuring sittings of the Houses are recorded and promptly published to providing transcripts of parliamentary committees. From providing members and staff with the latest research and resources, to managing the installation of community art exhibitions and the delivery of community access programs.

It is fair to say that the responsibilities of DPS are the most diverse within the Parliament!

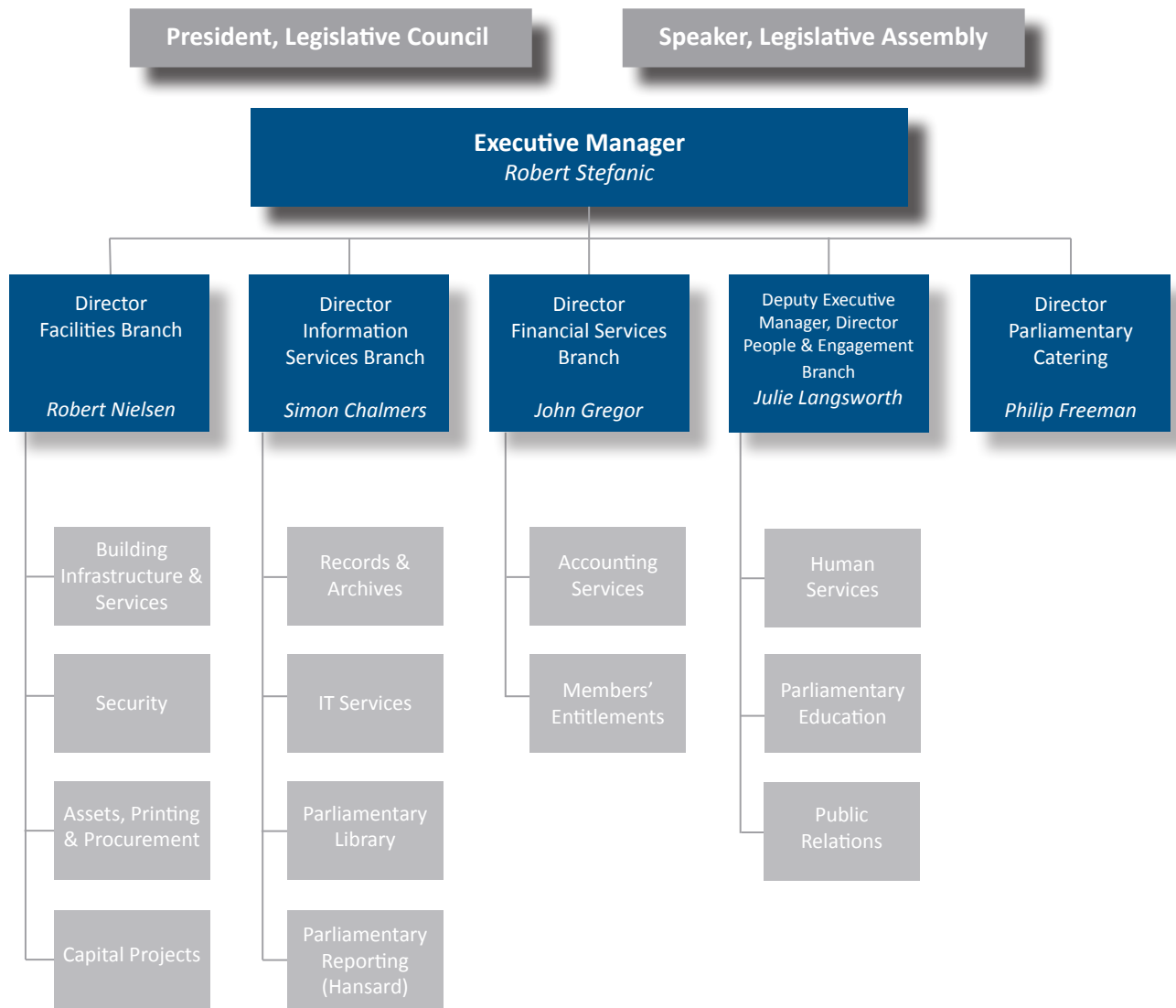
As our experience has grown so too has our desire to innovate and to seek out the most effective, creative and contemporary methods through which to improve our services. This report provides a snapshot of the work undertaken by DPS in the past financial year. It is a testament to the professionalism, ingenuity and work ethic of our staff and an insight into what we do on behalf of the Parliament and the community.

As the next financial year looms on the horizon, the Executive Manager and Branch Directors are working hard to plan ahead. There will be many challenges with the continuation of some of the major projects from this year, as well as the implementation of many new projects designed to further improve our services and abilities. There is also much to be done behind the scenes ahead of the March 2015 State Election, including preparing for the departure of members either not contesting or not re-elected and preparing induction materials for new members taking up parliamentary duties.

As always, we look forward to working with our colleagues to meet the many challenges of the parliamentary environment, and to ensure yet another successful year of operations.

In the meantime, we thank you for taking the time to read this report. If you would like more information about the Department, or if you would like to read earlier annual reports, please visit us online at www.parliament.nsw.gov.au

Organisational Structure



The Executive Management Team



The Executive Management Team provides the strategic direction and leadership to the staff of DPS. From left to right the team is: Simon Chalmers, Director Information Services Branch; John Gregor, Director Financial Services Branch; Robert Nielsen, Director Facilities Branch; Rob Stefanic, Executive Manager; Philip Freeman, Director Parliamentary Catering; Julie Langsworth, Deputy Executive Manager and Director, People & Engagement Branch.

The Leadership Team



Left to right: Henry Wong, Associate Accountant; Julie Langsworth, Deputy Executive Manager; David Learmonth, Head Chef; Carlos Andrade, Operations Manager Parliamentary Catering; Philip Freeman, Director Parliamentary Catering; Annette McNicol, Parliamentary Librarian; Brett Wright, Building Infrastructure and Services Manager; Denise Driscoll, Executive Officer; Robert Nielsen, Director Facilities; Robert Stefanic, Executive Manager; Neil Dammerel, Manager IT Services; Jeannie Douglass, Manager Parliamentary Education; Ralph Ewen, Manager Security; Simon Chalmers, Director Information Services; Colin Brown, Manager Recruitment and Training; Scott Fuller, Editor of Debates; Craig Wheeler, Manager Human Resource Operations; John Gregor, Director Finance; Andrew Kiejda, Manager Workplace Relations and Safety; Samantha Brown, Manager Public Relations.

Absent: Geoff Smith, Manager Records and Archives



Our mission

“ To support parliamentary democracy in New South Wales by providing effective and innovative services to the Parliament, and ensuring the preservation of Australia’s first Parliament ”

The year at a glance....

The strategic challenges facing the Department of Parliamentary Services are many and varied, and range from creating a safe and efficient working environment to balancing historic and contemporary service needs, to enhancing the accessibility of the precinct and its activities.

The *Department of Parliamentary Services Strategic Plan 2013-2015* outlines in detail the values, goals and objectives of DPS, as developed collaboratively by the Executive Manager and Branch Directors, in consultation with the Presiding Officers. In brief, our main challenges are to:

- Enhance accessibility and mobility of services – to provide anywhere and anytime access to parliamentary information and systems
- Optimise our service capability and efficiency – to provide infrastructure and services within a contracting budgetary environment
- Strengthen the effectiveness of Parliament House as a contemporary and safe workplace – to ensure the historic Parliament building continues to operate as a working public building and that parliamentary business operates without interruption
- Enhance the heritage attributes of Australia's first Parliament building – to ensure preservation of a historic building for future generations
- Enhance accessibility to Parliament House and parliamentary activity – to ensure the community can experience all aspects of parliamentary activity.

Meeting these challenges is critical. Fortunately, DPS employs a host of professional, innovative and hard-working staff; all driven to achieving high standard outcomes. A glimpse of what we have achieved over the past 12 months is outlined opposite.

You can read a full copy of our Strategic Plan online at www.parliament.nsw.gov.au



1

Project managing the development, implementation and delivery of a major program of capital works designed to improve the safety, efficiency and accessibility of the Parliamentary precinct. This will be the largest capital works program undertaken at the Parliament in over 30 years, and will include the addition of staff office space, the renovation of the parliamentary kitchens, the installation of more efficient records, archives and book storage systems and mandatory upgrades to the Parliament's electrical distribution system and fire safety infrastructure.

2

Continuing to improve business technologies and access to information to meet the needs of an increasingly mobile client group. This has included the installation of new computers to parliamentary offices; a Parliament-wide roll-out of new mobile devices; the provision of Wi-Fi access to many areas within the precinct; and continued provision of information in accessible electronic formats (for example, Hansard and library research reports).

3

Promoting greater access to the Parliament and its activities through proactive community outreach initiatives. For example, the launch of a Parliamentary Facebook profile to better inform and engage online audiences, the delivery of enhanced education and public information programs, and the implementation of a new videoconferencing system, which will help the Parliament to deliver civics education programs to regional and remote schools across NSW.

4

Improving human and industrial services to members and staff, to create an ever more efficient and contemporary corporate environment. Examples include, implementation of new systems and processes following the enactment of the Members of Parliament Staff Act 2013 and enhancing operational services such as payroll management.

5

Developing a new and innovative menu and kitchen operations to meet the demands of the Parliament's catered outlets. The menus have improved not just the offering for members and staff, but also for visitors to the Parliament including community groups, corporate clients, visiting delegations and school groups.

People & Engagement Branch

With one eye on the welfare and development of parliamentary staff and the other fixed on community involvement and access, the People & Engagement Branch is a team uniquely equipped to address the corporate and community interests of the Parliament. The multifaceted team comprises the following sections:

- Human Services; incorporating human resources, payroll, work health and safety (WHS), training, policy development and industrial relations
- Parliamentary Education; with a focus on civics education programs for primary and secondary schools, community outreach programs and community access and engagement activities
- Public Relations; including corporate communications, media relations and support for community access and engagement.

The responsibilities of the People & Engagement Branch are principally:

- Information, advice and resources to enhance the working environment for members and staff
- Delivery on key strategic objectives for the Parliament's education and community outreach initiatives, communications and public events.

Over the past 12 months, the Branch has been focused on a range of key projects and initiatives,

identified in the DPS Strategic Plan 2013-2015. These have included:

- Modernisation of our policy and industrial framework, such as implementation of systems and processes following the commencement of the *Members of Parliament Staff Act 2013*
- Developing our people and collaboration with clients, with the implementation of a comprehensive training and development program for parliamentary staff and members' staff
- Improving our service delivery, with enhanced operational services such as payroll management, and increased audit and review of processes
- Promotion of the role and function of the Parliament, with parliamentary events and activities via a new social media platform
- Enhancing outreach to regional and remote communities via videoconferencing to school students with our parliamentary education programs.

Over the next 12 months the Branch will be focused on delivering the remaining projects identified in the *DPS Strategic Plan 2012-2015* with a particular emphasis on preparations for the State election in March 2015. There is much work to be done particularly in preparing for the departure of members not contesting the election and relevant staff. A comprehensive information package and induction program will also be developed for the incoming new members. In addition to this



important project, the Branch will continue to work on other initiatives and operational matters including:

- Moving to a paperless office environment with increased use of online processing of employment information and forms
- Exploration of a comprehensive learning management system for the delivery of a suite of e-learning modules
- Enhanced visitor experience initiatives including a major exhibition to commemorate the Centenary of ANZAC (in collaboration with other Branches of DPS, and the Departments of the Legislative Council and Legislative Assembly).

Following is a breakdown of the key achievements and future plans of the People & Engagement teams.

HUMAN SERVICES

Highlights of 2013-2014

- The *Members of Parliament Staff Act 2013 (the Act)* passed both Houses of Parliament on Wednesday 19 June 2013. The Act was proclaimed on 24 February 2014. During the six month period from June until implementation in late February, the Human Services team conducted a major review of all members' staff employment conditions to align with the new legislation. This involved extensive research and consultation with members, staff and the Public Service Association. The Human Services team led the drafting of the key document guiding the conditions of employment, the Members' Staff Conditions of Employment, Determination of the Presiding Officers. The Determination reflects the enhanced flexibility for the employment of Members' staff as prescribed by the Act, particularly in relation to hiring and terminating staff, but retains a standardised set of employment conditions along with the administrative support currently provided by the three parliamentary departments. This project was a significant achievement, which was delivered on time and within existing resource constraints to support the implementation.

- The Parliament has re-established its [Work, Health and Safety Committee](#), in accordance with the *Work Health and Safety Act 2011*. The committee comprises a Parliament-wide team including the WHS Officer, four management and four staff representatives. As per legislative requirements, the representatives attended the five day 'WorkCover NSW Health and Safety Representative Training Course'. The representatives will assist employees and management in the development and monitoring of safe work practices and systems, discussing issues that affect the health, safety and welfare of staff and forwarding their concerns to the WHS Committee. The Committee will meet on a quarterly basis (or when necessary) and the proceedings of each meeting will be documented and distributed to all staff. The first meeting of the WHS Committee took place on 23 July 2014.
- One of the major efficiency savings of the Parliament is the implementation of [Excess Recreation Leave Management Plans](#) for all parliamentary staff and members' staff. Staff with a leave balance of 6 weeks or more, and sessional staff with a balance of 8 weeks or more are required to complete an Excess Recreation Leave Management Plan. The Human Services team liaise with members regarding a modified plan for members' staff. Human Services monitors leave levels on a quarterly basis, and works with managers to maintaining appropriate balances. For the period November 2012 to April 2014 there has been a reduction of 44% in the number of DPS staff with excess leave (from 67 to 38). The program has been extremely successful in reducing excess leave, and reducing the financial liability of the Parliament.
- Enhanced internal controls for payroll have been introduced to ensure that there is a robust and regular checking program to avoid overpayments. In this financial year an internal review program commenced whereby different parts of the payroll will be audited every 3 months. In addition, internal auditors will be engaged to include Payroll as a key area for their internal audit review program. The first payroll review commenced with the checking of all Ministers' salaries and allowances, as they were subject to change due to the recent election of the new Premier and Cabinet. The Payroll team also

implemented an enhanced checking process when changes are made to members' salaries and entitlements due to changes in status (e.g. as Ministers, Parliamentary Secretaries and Committee Chairs). Improvements have been made to the liaison with the House Departments to ensure the correct information is provided to Payroll, and that all changes in Payroll are checked at the time the change is made, by a senior member of the Members' Entitlements team.

- The Human Services team continues to enhance their delivery of training programs to parliamentary and members' staff. In the past financial year, training programs included:
 - *Parliamentary staff inductions*: a half day session including a welcome by the Department Heads, overview of entitlements, code of conduct and the various services provided by the Parliament. Total number of attendees: 25
 - *Secretary/Research Assistant inductions*: a half day session including a welcome by the Clerk of the Parliaments, an overview of entitlements, code of conduct and behaviour in the workplace and services provided by the Legislative Council and DPS. Total number of attendees: 19
 - *Internship induction*: a half day session for interns assigned to the House departments and members of Parliament. The program provides an overview of the role and function of the Parliament, workplace behaviour and services provided by the Parliament. Total number of attendees: 12
 - *Job writing and interview skills*: a one day session for staff affected by restructures, helping them to prepare for job applications and interviews. Total number of attendees: 18
 - *Writing in the Public Sector*: a one day session designed to improve the writing skills of staff across the parliamentary departments. Total number of attendees: 40
 - *Grammar course*: a one day grammar and punctuation skills program, requested for Legislative Council staff by the Clerk Assistant Committees. Total number of attendees: 20
 - *Leadership training*: a two day session designed to enhance the skills and knowledge of existing and potential

supervisors and managers across the parliamentary departments. Total number of attendees: 24

- *Employee Assistance Program (EAP)*: lunchtime sessions open to all members and staff and delivered by professional counsellors from the Parliament's EAP providers, Davidson Trahaire. Total number of attendees: 31

- *Performance Development Program*: a half day session designed to launch and explain the Performance Development Program (PDP) for parliamentary staff. The PDP is aimed at staff development and training, and is a formal opportunity for feedback from managers to staff. Total number of attendees in 2013: 142

- *Workplace behaviour*: a one hour session delivered to all parliamentary staff and focusing on the staff Code of Conduct and Anti-bullying Policy. The training came about as a result of a directive from the Public Service Commission for all government departments to conduct compulsory training following on from results of the 2012 People Matter Employee Survey. The Parliament voluntarily complied with this directive. Total number of attendees: 277

- On 20 June 2014 Human Services, together with the Information Services Branch, launched a new "early on boarding" process for the engagement of relief staff for members of both Houses. Under this new process, personal and other information such as bank and taxation details, signed declarations for health assessment and the Code of Conduct are obtained several days prior to commencement, to enable the new staff member to have access to information technology equipment and to hit the ground running on their first day. Prior to the introduction of this new process, this would normally have taken up to 1-2 days. Benefits include increased efficiency and productivity for members' staff, as well as the reduced likelihood of needing to share IT user accounts.
- Another major project in development is the online processing of Additional Temporary Staff (ATS) claims. Presently, members are required to fax or post form to Human Services for processing. The Human Services team is working with the Information Services

Branch to plan and develop an online system that will allow the electronic submission and approval of claims, via the SAP portal. The system is currently being tested, and will be trialled with a select group of Legislative Assembly members and staff in the second half of 2014. The implementation of the new system is planned for 2015.

Plans 2014-2015

- The Human Services team will be central to the planning for the March 2015 NSW State Election, with preparation for supporting departing members and staff, including members not contesting as well as those not elected. There is considerable work to do to assist members with their departure, in relation to advice on salary, superannuation and staffing. Human Services will also play a major role in the induction and on-boarding of new members. A comprehensive suite of information and resources will be prepared and made available to members and members' staff
- The training program will continue to be delivered with a focus on leadership, recruitment and selection panel training and inductions programs for new members and staff. The Training and Recruitment team are currently sourcing a learning management system (LMS) for implementation in the next financial year. The LMS will enable DPS business units and the House Departments to deliver a full suite of learning and education modules across a range of topics including workplace behaviour and WHS, members' entitlements, House procedures, use of IT programs and software, business continuity and more. The LMS will greatly enhance the training offered to members and their staff and enable the delivery of compulsory training modules to parliamentary staff.
- In consultation with other DPS business units and the House Departments, Human Services will conduct a review of the Parliament's recruitment and employment policies in light of the *Government Sector Employment Act (GSE)*. While we are not subject to the GSE, it is common practice for the Parliament to adopt contemporary public sector standards and processes
- Human Services has been working closely with the Information Services Branch on moving to online processing of employment information and forms. The next financial year will see the implementation of online processing for the employment of Additional Temporary Staff for Legislative Assembly members.

PARLIAMENTARY EDUCATION

The Parliamentary Education team works full time towards achieving the Parliament's community access and engagement goals. Comprised of professional and experienced educators, the team is at the forefront of civics



education in New South Wales. They conduct a variety of education programs for primary, secondary and tertiary students as well as the wider community. Programs include lectures, seminars, workshops and role plays designed to engage and promote a better understanding of the work of the Parliament and how the community can get involved.

Over the past 12 months, the team has been particularly instrumental in moving DPS closer to achieving its strategic desire to inform, educate and engage the public.

Highlights of 2013-2014

- Throughout the history of the Parliament, education programs have primarily been developed for audiences visiting the Parliament. However, in this financial year, Parliamentary Education has driven the innovation of new and dynamic outreach programs, including a videoconferencing program that will be delivered to regional schools across New South Wales, increasing the accessibility of the Parliament to more remote audiences. The program will be tested in late 2014, with the intention that it be implemented in 2015.
- Such is the confidence in the value and potential of the program that it was presented to participants in the Australasian Parliamentary Education Conference (APEC), to much acclaim. If successful, it will be a truly innovative development in participatory civics

education and will set a high benchmark for other institutions to follow.

- In addition to proactive outreach, the team also continued to provide high level advice and support to the House departments. For example, assisting Chamber and Support staff to deliver informative sessions for schools visiting the Chambers on non-sitting days.
- The team also managed the delivery of community events such as the opening of the precinct on the Australia Day public holiday and the Parliament's annual Family Fun Day. The 2013 Fun Day was attended by a record 1100 visitors; a 50% increase on the previous year. A new addition to the program was a re-enactment of the official Opening of Parliament, with hundreds of participants joining in the fun and following the procession from the Legislative Assembly Chamber to the Legislative Council Chamber (led by the Usher of the Black Rod and the Serjeant at Arms) where an actor posing as Queen Victoria opened the Parliament from the vice-regal chair. Feedback on the day was extremely positive, and the team is working hard to plan the 2014 event.

DID YOU KNOW?

- 700 tertiary students attended workshops at the Parliament this year
- 3,000 people visited us on Australia Day



- On October 14, Australia's first ever involvement in 'Global Dignity Day' was held at the Parliament of NSW. Over 160 year 10 students joined half a million participants worldwide to raise awareness of the need to preserve human dignity. Managed by the Parliamentary Education team, the event started with a keynote address by the Hon Michael Kirby AC CMG and included small group discussions facilitated by University of NSW law students. It concluded with personal presentations from students on their understanding of dignity.
- Also in October, five NSW students joined twenty five of their peers at the National Parliament of Solomon Islands to participate in the inaugural Regional Youth Parliament; a joint initiative between the Parliament of New South Wales and our 'twinned' Parliaments of the Solomon Islands and the Autonomous Region of Bougainville. It was a wonderful opportunity for students to share their different experiences, world views and interests as they came together to participate in a mock Parliament and debate the effects of climate change. The event was a great success and will hopefully be the first of many cultural exchanges between NSW and our twinned parliaments.
- In March 2014, the Parliament joined with the State Records Authority of NSW ('State Records') to commemorate the 60th anniversary of Queen Elizabeth's first visit to an Australian Parliament. Managed by the Parliamentary Education team, a small exhibition was mounted in the Legislative Assembly and Legislative Council vestibules titled A Wonderful Welcome: the 1954 Royal Tour of NSW. Much of the material on display was lent by State Records, however the Parliament contributed a leather-bound photograph album detailing Her Majesty's visit here in 1954.

Plans for 2014-2015

- As noted, Parliamentary Education will officially launch an interactive videoconferencing program to regional primary schools in the next financial year. The program will be closely tied to the NSW curriculum, covering the levels of government and the emergence of democracy in the colony of New South Wales. Some of the sessions to be delivered via the new system will include a series of 'ask the expert' style seminars, as well as professional development workshops for teachers.
- As part of the Parliament's lead up to the NSW State Election in 2015, the team will conduct its previously successful Visit Before You Vote tours. These tours assist the public in their understanding of state elections and the work of the Legislature.
- Following the NSW State Election, the team will work to update all online and paper-based resources to reflect the new members of Parliament.



- Also in 2015, the team will work with the office of the Governor of New South Wales to coordinate its program of Secondary School Student Leadership days.

PUBLIC RELATIONS

The Parliament's Public Relations Manager works closely with a number of teams from across the Parliament to deliver corporate communications, marketing, issues and stakeholder management and public engagement activities on behalf of DPS and the Parliament.

A particular focus of the role has been on raising awareness of the Parliament's various community engagement activities and on managing relations with external stakeholders such as the media and corporate partners. Internally, the role has been engaged with a number of corporate communications initiatives including the development of the Parliament's new intranet (in collaboration with the Intranet Steering Committee). The Public Relations Manager has also been working to develop new strategies for the Parliament, such as the application of social media platforms to our public communication program, and the development of a more refined and comprehensive sponsorship engagement strategy.

Highlights of 2013-2014

- Successfully achieved positive and quality media coverage for the Parliament's Art Prizes and community engagement events.
- Managed the relationship with new corporate supporter Telstra, who came on board to support the 2014 NSW Parliament Plein Air Painting Prize. This included working closely with Telstra representatives to ensure their needs and objectives were met in relation to the main Prize, and also to implement a program of plein air painting workshops in regional high schools across NSW.
- Worked with the House Departments and Presiding Officers to design two new visitor resources; *Understanding Parliament* and *Exploring the Parliament of NSW: A Self-Guided Tour*
- Managed the pitch process to secure corporate support for the Parliament's planned Centenary of ANZAC Exhibition, titled *Politics and Sacrifice: NSW Parliament and the ANZACs*. Over the next financial year, the

Public Relations Manager will continue to play a role in the development and delivery of this event, and will work closely with the offices of the Presiding Officers to secure adequate financial support.

- Successfully launched the Parliament's first official Facebook page; 'Parliament NSW'. This new resource provides a dynamic and creative engagement platform for online audiences, and is a forum through which the Parliament can educate about its role, and also inform audiences about upcoming community events and initiatives. The page was launched following approval of a strategy developed by the Public Relations Manager in the previous financial year. It will be closely managed by the Public Relations Manager and the Parliamentary Education team, and will aim to be a dynamic, evolving and adaptable new public communication resource.
- In this financial year, the Facilities Branch initiated a series of capital works designed to provide a more safe, efficient and sustainable workplace (see the Facilities report for more information). The Public Relations Manager has worked with the Facilities Branch, the Office of the Executive Manager and the Presiding Officers to manage a program of internal communications, and to proactively and reactively manage media enquiries related to the works. The aim has been to keep key stakeholders informed, while minimising reputational risk to the Parliament and its departments.
- The Public Relations Manager also played a role in the development of a new intranet platform, working closely with the Intranet Steering Committee comprised of representatives from across the Parliament (discussed in more detail in the Information Services report). The Public Relations Manager in particular provided advice on the development of a more dynamic and responsive news and events portal for and is working to develop a parliament-wide Content Management Plan to ensure a smooth transition and the development of a high quality information resource.

Plans for 2014-2015

- The next financial year will see a continued focus on managing and improving public and corporate communications for the Parliament, as well as on managing key internal and external stakeholders. In particular, there will

be an important role for the Public Relations Manager in securing corporate supporters for a number of events including the NSW Parliament Plein Air Painting Prize, the Aboriginal Art Prize, and the NSW Parliament and the ANZACs exhibition. The Aboriginal Art Prize in particular will reach the end of its current Memorandum of Understanding between the Parliament and its event partners Campbelltown City Council, Arts NSW, the College of Fine Arts UNSW and Coal & Allied. With plans for an independent review of the Prize, the Public Relations Manager will work closely with representatives from the Parliament and the partners to provide advice on the future direction of the Prize.

- Raising the profile of the Parliament and its events and exhibitions will continue to be a key part of this role, and the Public Relations Manager will be working on new strategies to better engage the media and other stakeholders (e.g. corporate supporters and members of Parliament) to help achieve key outreach and awareness goals.
- With the launch of the Parliament's Facebook page in this financial year, the coming year will require some strategic thought on the part of the Public Relations Manager and

the Education Team to continue to grow and develop this new resource, and to attract the attention of online audiences.

- The Parliamentary intranet is due to be launched in October 2014, and the Public Relations Manager will work to develop and deliver the news and events portal, and to develop a targeted launch plan for the intranet, aimed at engaging relevant members and staff.
- The program of capital works at the Parliament will continue to be rolled out in the next financial year, and the Public Relations Manager will continue to proactively and reactively release relevant information to the key stakeholders, and provide advice on the management of the media.
- With the launch of the new parliamentary kitchens and the opening of new catered venues there will be renewed focus on promoting Parliamentary Catering services to prospective external customers.
- With the NSW State Election on the horizon, the Public Relations Manager will also be involved in the development of new materials and resources to be provided to Members being inducted after March 2015.

The Parliament on Social Media

This financial year, the Parliament of NSW joined more 110 Parliaments worldwide who have signed up to the Facebook community. Developed and launched by the Public Relations Manager and Parliamentary Education team, the profile reflects the Parliament's commitment to exploring new ways to connect audiences that are increasingly operating online.

The page – called simply Parliament NSW - provides a new and engaging resource for the community to learn more about the Parliament; who we are, what we do, and how people can get involved. The focus is primarily on events, exhibitions, public tours and education initiatives, but also occasionally includes information on the activities of parliamentary committees and the House Departments. Parliamentary facts and trivia have also proven popular with followers of the page, which to date includes members of Parliament, the community, media, cultural institutions and corporate partners.

Following the example of other parliaments online, we have implemented a comprehensive policy to manage the communication process, including guidelines for appropriate content and interaction with audiences. The aim is to create an open and accessible community forum, and to ensure the public reputation of the Parliament remains intact.

In the coming months, the page will be further developed into an informative, interactive and engaging public communications tool, based on community feedback and activity, as well as ongoing research and innovation from the Public Relations Manager and Parliamentary Education team. Insights gathered from the performance of the page may be used to better inform the development of future public engagement initiatives.

The Facebook profile is one aspect of the Parliament's overall social media activity, which also includes a Youtube channel, a Twitter profile for the Legislative Council (@nswupperhouse) and, in the next financial year, a Twitter profile for the Legislative Assembly.

So jump online and follow us today!

Facilities Branch

The Facilities Branch of DPS is responsible for maintaining, developing and providing for the Parliament's physical working environment. From keeping up the grounds, preserving the historic building and its many assets, providing modern office appointments, cleaning, engineering, car park, storage and recreational facilities, to safeguarding members and staff, theirs is a busy and highly specialised team.

Over this past financial year, Facilities Branch has taken a lead role in managing the largest program of building works to be undertaken at the Parliament since the addition of the office accommodation block in the late 1970s and early 1980s.

The works include the addition of staff office space within the parliamentary precinct; the renovation of the parliamentary kitchens; the installation of more efficient records, archives and book storage systems; and mandatory upgrades to the parliament's electrical distribution system and fire safety infrastructure.

When completed, the works will reduce the ongoing maintenance expenditure resulting from ageing and defective fittings, improve work health and safety and building code compliance and achieve budget savings by eliminating reliance on off-site office space rentals.

The Facilities Branch has carriage of much of the project, and is working collaboratively with the House Departments and with other branches within DPS to ensure that all works are completed

on time and to the high standards demanded by this historic precinct. With a number of staff skilled in building maintenance, project management, construction, engineering and asset management, the Facilities Branch has a strong capability for managing the works and ensuring that the precinct is an up-to-date, safer and more efficient working environment for members, staff, the press gallery and visitors.

Some of the projects commenced this financial year, and will be completed within a 12 month time frame. Others will take around four years to complete. Following is an outline of all that has been achieved in this financial year.

Highlights of 2013-2014

- **Kitchen renovation project.** The renovation of the two parliamentary kitchens was successfully completed in April 2014. Both kitchens were over 30 years old and with much of the infrastructure and equipment nearing the end of its serviceable life, the kitchens no longer met the required work health and safety or food standards. The renovation focused on providing new equipment, installing safer work benches and surfaces, and improving the overall efficiency of the kitchen layout. Since re-opening, the kitchens have proven to be a safer and far more efficient workspaces, and will increase the ability of Parliamentary Catering to provide high quality service to the café, dining rooms, functions and events (see the Parliamentary Catering team's report for more information).



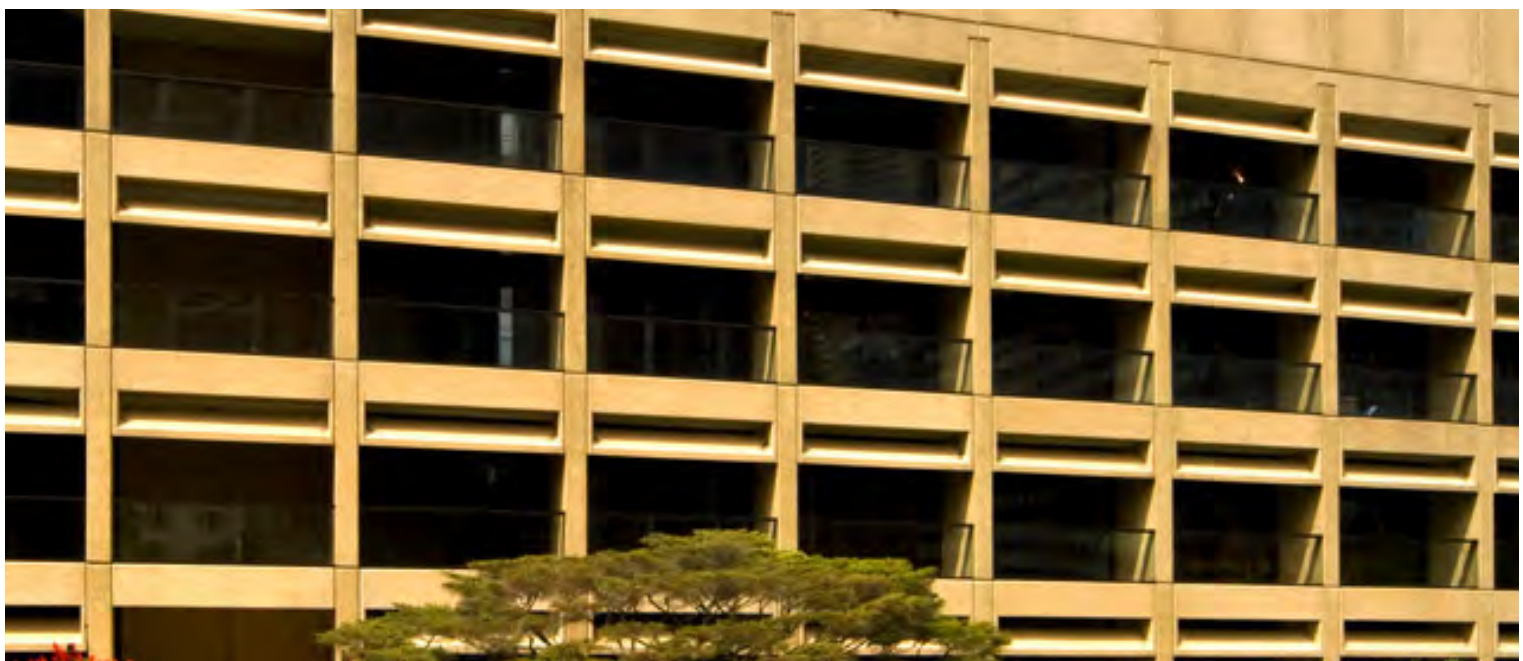
- **Electrical distribution system upgrade.** The Parliament's electrical distribution system was successfully upgraded to meet new WHS legislation, that required Residual Current Devices be installed in all NSW workplaces.
- **Legislative Council Chamber air-conditioning system.** The air conditioning system that services the Legislative Council Chamber was replaced to address issues of non-compliance with current ventilation and WHS codes. The new system delivers a more even air flow throughout the Chamber and is also more energy efficient, contributing to the Parliament's broader goals of achieving a more sustainable workplace.
- **Improvements to Building Infrastructure and Services operation.** The Building Infrastructure and Services unit is a team within Facilities Branch who are responsible for much of the engineering work required to run and maintain the precinct and its many functional systems (e.g. air conditioning, electrical and lift maintenance). As the precinct has evolved, so too has the need to adopt a more flexible maintenance operation that reflects the modern building systems and changing needs of the parliamentary organisation. Working in close consultation with staff and with Human Services, Facilities Branch implemented a new structure for the Building Infrastructure and Services unit and appointed new positions to meet the many maintenance challenges.
- In addition, a new **Facilities Asset Management System (FAMS)** was implemented to replace existing building request software, allowing the team to more effectively monitor, maintain

and enhance the Parliament's building and heritage assets.

Plans for 2014-2015

Ongoing capital works projects

- **Level 9 Office Space.** Construction commenced in December 2013 on the addition of a new corporate office block on level 9 of the Parliament. Designed in consultation with PTW Architects, the new wing will provide much-needed additional workstations for Parliamentary staff, and will address issues caused by staff being scattered in offices throughout the precinct. These offices can then be returned for the use of members. Many departmental teams will now be able to be co-located, leading to more effective working arrangements across the three departments. The new office block will sit within the Parliament's existing architectural footprint, and has been carefully designed to ensure it is in keeping with the heritage aspects of the precinct. It is anticipated that the construction works will be completed in the first half of 2015.
- **Tower block fit-out.** Levels 8 to 12 of the Parliament (known collectively as the 'Tower block') are home to the offices of members and their staff. These offices are over 30 years old and as such have been subject to ongoing maintenance issues as a result of deteriorating joinery, furniture and fittings. Additionally, some of the workspaces do not



comply with current WHS standards. Facilities Branch has begun overseeing a project that will progressively address these issues as funds become available over the next three years. The first stage of the project involves a modest refurbishment of members' offices, replacing deteriorated furnishings, carpet and blinds.

- **Library and records repository.** The Parliamentary Library is the oldest of its kind in Australia, and is home to an incredible collection of books, records and archives that span the history of the colony. A collaborative project between the Information Services and Facilities Branches has been implemented to refurbish the ageing library storage facilities. The project will address issues including over-capacity storage spaces and the need for better environmental and security controls for books and historic materials. The project will also improve work health and safety compliance, ensuring that library staff can work in a safe environment.
- **Fire and smoke system upgrade.** The 252 fire dampers installed throughout the precinct require replacement to ensure compliance with current Australian codes for fire safety. Fire dampers are protective products used in heating, ventilation and air conditioning ducts to help prevent the spread of fire and smoke. In the past financial year, Facilities Branch successfully completed the first stage of the project to upgrade the fire dampers on seven levels of the building. The second and third stages will be implemented over the next two years to complete the remaining levels, and to upgrade the air conditioning smoke spill system.

New capital works projects

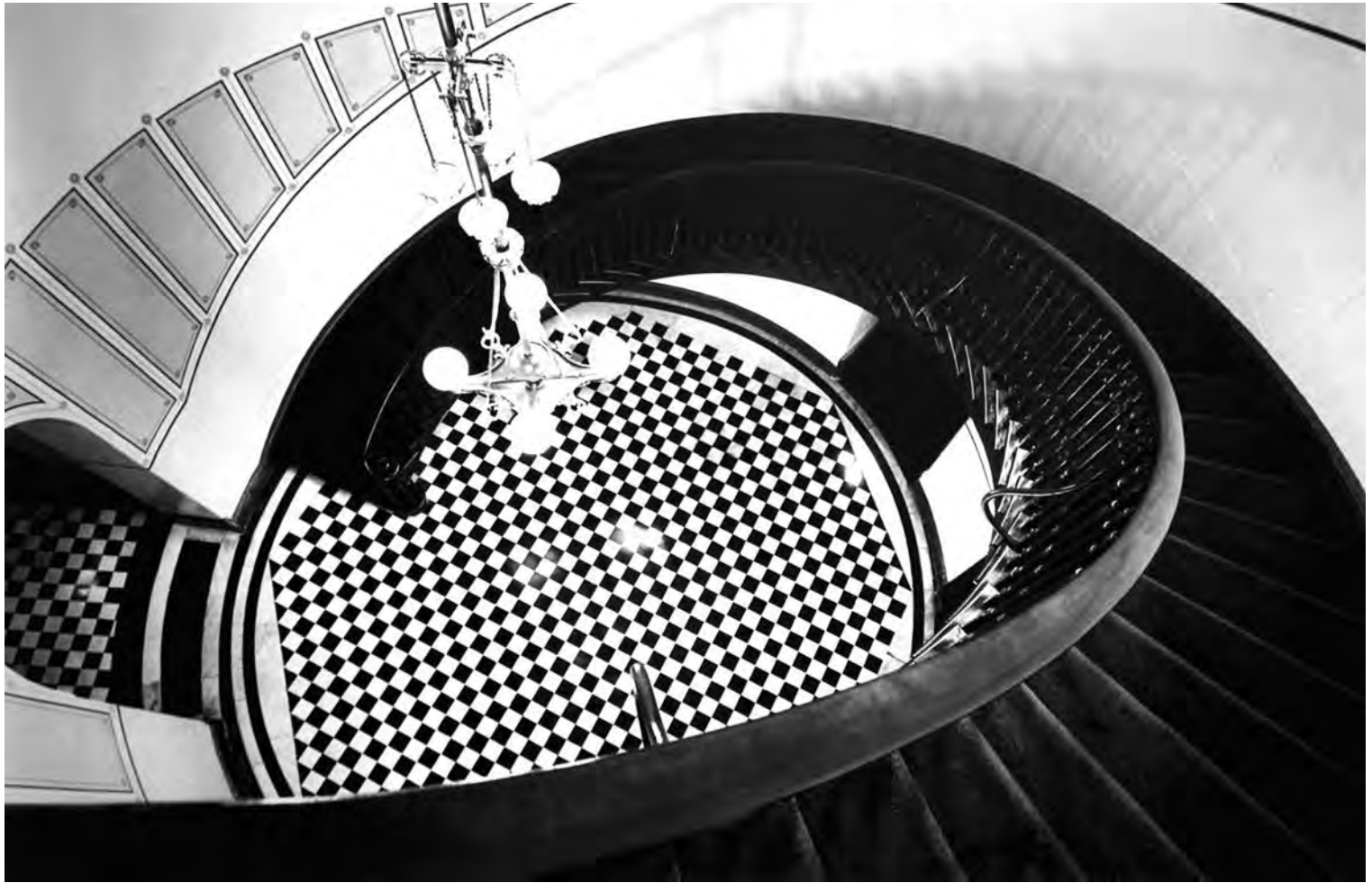
- **Legislative Assembly Chamber air-conditioning system replacement.** This project will address issues of non-compliance with the ageing air-conditioning system, improving the reliability of air-conditioning to the Chamber and access to the equipment for maintenance staff. Beginning in the next financial year, the project will be completed over the next two years.
- **Replacement of historic roofing.** Parliament House is comprised of a complex containing five historic colonial buildings, all of which are State Heritage listed due to their exceptional cultural and historic significance. For example, the Parliament is housed in what was the

northern wing of the former Rum Hospital; one of Sydney's oldest surviving buildings. An independent architectural assessment found that the roofing which covers the historic buildings is showing significant signs of deterioration. Planning has commenced to replace the historic roofs to ensure the longevity of the oldest functioning public building in Australia. The project is likely to commence near the end of the 2014-15 financial year dependent on critical priorities and available resources.

- **Replacement of main electrical switchboard and bus ducts.** Continuing on from the recent replacement of all RCDs within the Parliament, additional funding has been secured to replace core components of the main switchboards, bus ducts and associated equipment, all of which is over 30 years old. The project will be implemented over the next two years and will address issues of non-compliance and improve our energy monitoring capabilities.
- **Gym expansion.** Following a review of the gym facilities at Parliament, some minor works will be undertaken to expand the gym area and install additional equipment. Changes will assist with meeting the demand for facilities during peak usage periods and improve the overall functionality and safety of the space.

Additional plans

- **Security infrastructure review.** By the end of the coming financial year, Facilities Branch is intending to develop scope for a security infrastructure review that will enable the Parliament to respond to the changing needs for security and to ensure that best practice is maintained. Facilities Branch will consult closely with the Parliament's Security Committee and with staff from the House Departments to ensure that the needs of all members and staff are taken into consideration.
- **New policy and procedure development.** The development of policies and procedures to enhance the operations of the Parliament has been a key focus of the Facilities Branch in recent years. In the next financial year, the focus will turn to key areas such as environmental sustainability and the accessibility of the precinct for people with disabilities.



UnderSTATED 2014

The Parliament of New South Wales launched the first underSTATED exhibition two years ago, displaying a compelling selection of paintings from the NSW Parliamentary Collection. With treasures by the likes of Brett Whiteley and Julian Ashton on display, underSTATED 2012 succeeded in attracting much positive attention from members of the Parliament, parliamentary staff and the general public.

underSTATED 2014 continued this legacy of sharing treasured works and shifted the focus to an exploration of the history of photography in NSW. The exhibition presented over forty outstanding compositions by some of Australia's most renowned photographers including Max Dupain, David Moore, Axel Poignant and William Yang. Curated by Collections Officer, Phil Goldsmith, the exhibition provided a stunning insight into the formative years of Australian photography and the pathfinders who refined and developed technique, subject and style.



From top: Max Dupain, 'Supreme Court' 1983 © Max Dupain Estate; Axel Poignant, 'Aboriginal Stockman, Central Australia,' c. 1947 © Roslyn Poignant; Max Dupain, 'Form at Bondi' 1939 © Max Dupain Estate.

A Sustainable and Accessible Parliament

Facilities Branch is responsible for implementing the Parliament's 'Environmental Sustainability Policy', and has been working towards achieving key sustainability and efficiency outcomes for many years. Each year, the Facilities Branch reviews our existing sustainability infrastructure and tracks our progress with reducing energy and water consumption at the Parliament.

In the past 12 months, these and other initiatives have continued to achieve important sustainable outcomes for the Parliament. In total:

- 6.2 tonnes of cardboard were recycled
- The array of solar panels on the roof delivered approximately 29,000kWh

Also this past year, the Parliament voluntarily participated in a research project conducted by the NSW Office of Environment and Heritage (OEH). The findings of the research, conducted onsite, will OEH to better support the Parliament in achieving energy efficiency goals.

Always on the lookout for new opportunities to improve resource recovery, Facilities Branch launched some additional recycling initiatives earlier this year. In addition to our existing recycling units, there are now 14 new mixed recycling bins located throughout the Parliament.

The Branch has also worked to ensure that all new infrastructure and systems promote further savings in water, energy and ventilation. For example, new blinds to be installed in members' offices will block out 95% of heat and glare and have a solar reflection of 53%, reducing the demand on air-conditioning systems and energy use .

A new 'Environmental Sustainability Policy' for the Parliament is presently being drafted and will be published in the next financial year. You can read more about the Parliament's

sustainability commitments by visiting www.parliament.nsw.gov.au

In addition to sustainability objectives, the Parliament remains committed to improving accessibility features at Parliament House; ensuring that members, staff and visitors with a disability or with mobility issues can readily access the precinct. Over the past few years, DPS has worked with the House Departments to implement many accessibility improvements in line with contemporary needs. These include:

- Public wheelchair access to the Level 7 Fountain Court, without the need for a parliamentary attendant
- Upgraded accessible public toilets located in the Fountain Court and Strangers' Lounge
- Installation of hearing loops in the Legislative Chambers, theatrette, Jubilee Room and the Macquarie Room
- Braille-enhanced signage in public areas
- Installation of accessible platforms for the theatrette stage and Speaker's Garden
- Provision of a ramp to the stage in the Strangers' function room
- Development of Emergency or Critical Incident Response Procedures for people with a disability, and with mobility restrictions

Facilities Branch has also worked to ensure that all projects within the scope of the capital works program are fully compliant with the *Disability Discrimination Act*, and have identified some areas where improvements can be made. For example for the first time ever, the level 9 Rooftop Garden will now be fully wheelchair accessible, via an extension of existing lifts to the new office block.

An information sheet outlining the accessibility features at Parliament House is currently being drafted, and will be made available on the Parliament's public website in the next financial year.

Information Services Branch

The way members and staff of the Parliament view, use and distribute information continues to change at a rapid pace. At the forefront of all this change is the Information Services Branch of DPS, which brings together four teams: IT Services, the Parliamentary Library, the Parliamentary Reporting (Hansard) Service and Records and Archives.

Together, these teams meet the Parliament's various information, communication and technology needs, responding to research and information requests, recording the proceedings of the Houses and committees, and maintaining the Parliament's repositories of historical, political and corporate knowledge.

IT SERVICES

A dynamic and innovative Branch, Information Services has developed the ability to remain up to date with the latest trends in communication access and delivery (e.g. mobile and digital technologies) and to develop creative solutions that harness relevant trends and technologies for the Parliament.

Highlights of 2013-2014

Over the past financial year:

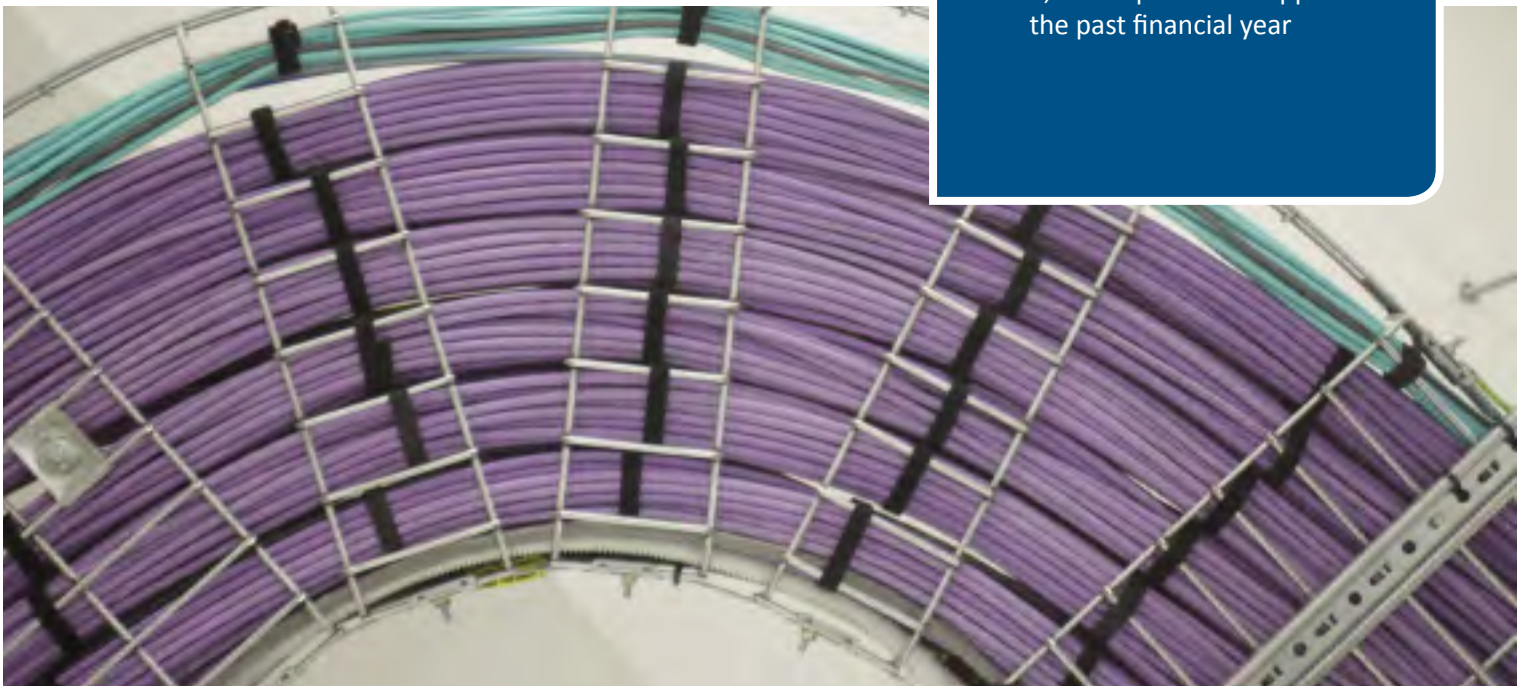
- The replacement of the Parliament's computers has continued, with over 100 new machines deployed in March 2014 to the parliamentary offices of members of the Legislative Assembly. Balancing the needs of

the members and their staff, the IT Services team carefully coordinated all activities to ensure minimal disruptions. This included the transfer of locally-stored documents and files to the new computers.

- A Parliament-wide roll-out of iPhones was also completed, providing members and staff with the tools necessary to manage their communication needs. Mobile device management software to support both Apple and Android mobile devices was also deployed.
- Wi-Fi internet access has been made available in Parliament House, with coverage progressively extended over the year to include all public areas of the building as well as meeting rooms and offices.
- Organisational changes and changes to the team's structure were made in order to improve efficiency and service delivery (see feature on opposite page). Completed in consultation with Human Services and with affected staff, the changes followed a comprehensive review involving feedback from members, staff and the Public Service Association.

DID YOU KNOW?

- The IT Service Desk received 9,472 requests for support over the past financial year



Plans for 2014-2015

- The replacement of the Parliament's computers will continue with the deployment of new desktop and notebook computers for members of the Legislative Council due in the next financial year. The desktop computers, data communications links and network infrastructure for the 95 electorate offices across the State are also scheduled for upgrade in the coming months.
- A major redesign of the Parliament's intranet is underway, with the project being managed by the Information Services team, in collaboration with a steering committee comprised of representatives from across the three departments. The new intranet will provide a more up-to-date and user friendly resource for members and staff to access information and services relevant to their work here at the Parliament. This project will also involve replacing the Parliament's underlying Lotus Domino web content management and workflow systems.
- An additional Wi-Fi service specifically for parliamentary notebooks is planned for release early in the new financial year. This will provide direct access to the internal parliamentary network, enabling members and staff to move about Parliament House while staying securely connected.
- Improvements are planned to the Parliament's web-based self-service SAP portal, which will streamline administrative processes relating to staffing and employment (to be

implemented in consultation with the Human Services team).

- To help ensure effective and timely responses to requests for IT support, a new IT service request and change management system will be implemented and rolled out over the next year.
- Finally, in collaboration with the Hansard team and the House departments, IT Services will help to initiate a major multi-year project to replace the systems used to produce Hansard and House Papers (see the Hansard entry for more information).

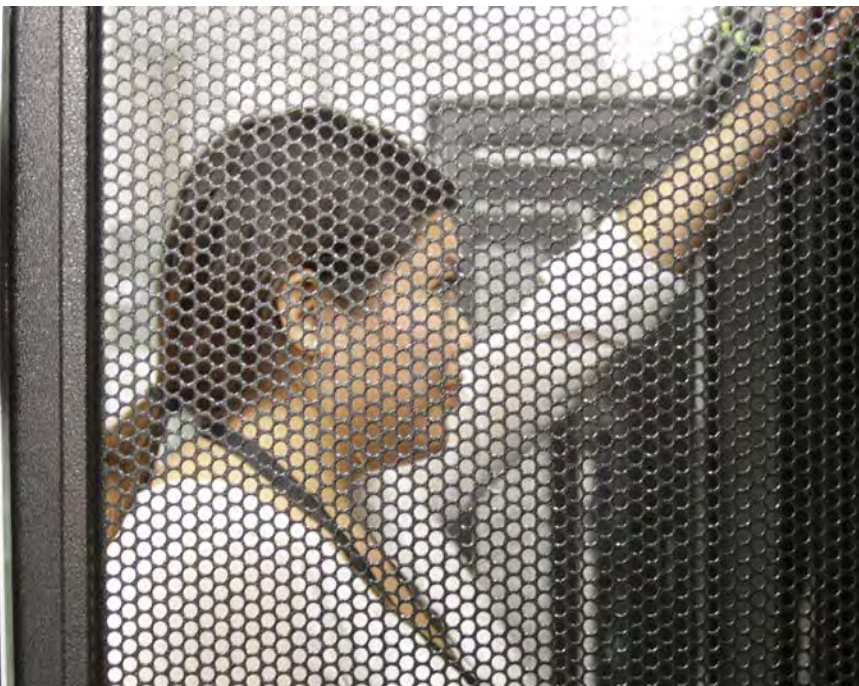
REVIEWING AND IMPROVING OUR SERVICES

A major internal service review of our operations was completed in the past financial year, in response to the following key challenges facing the IT Services team:

- keeping pace with clients' diverse and evolving technology needs
- risks associated with the adoption of increasingly complex, interconnected technology
- managing rising costs in an increasingly restricted budgetary environment.

The review involved extensive consultation with members, staff and the Public Service Association and revealed many key opportunities for the team to improve the efficiency and effectiveness of services offered. As a result of the feedback gathered:

- the Service Desk and Network Administration teams were merged into a single Operations team providing more seamless customer service
- the positions of four permanent staff were made redundant, and seven new permanent positions were established and filled, including Operations Manager, Governance Coordinator, Communications and Training Officer and four Senior Support Analysts.



THE PARLIAMENTARY LIBRARY

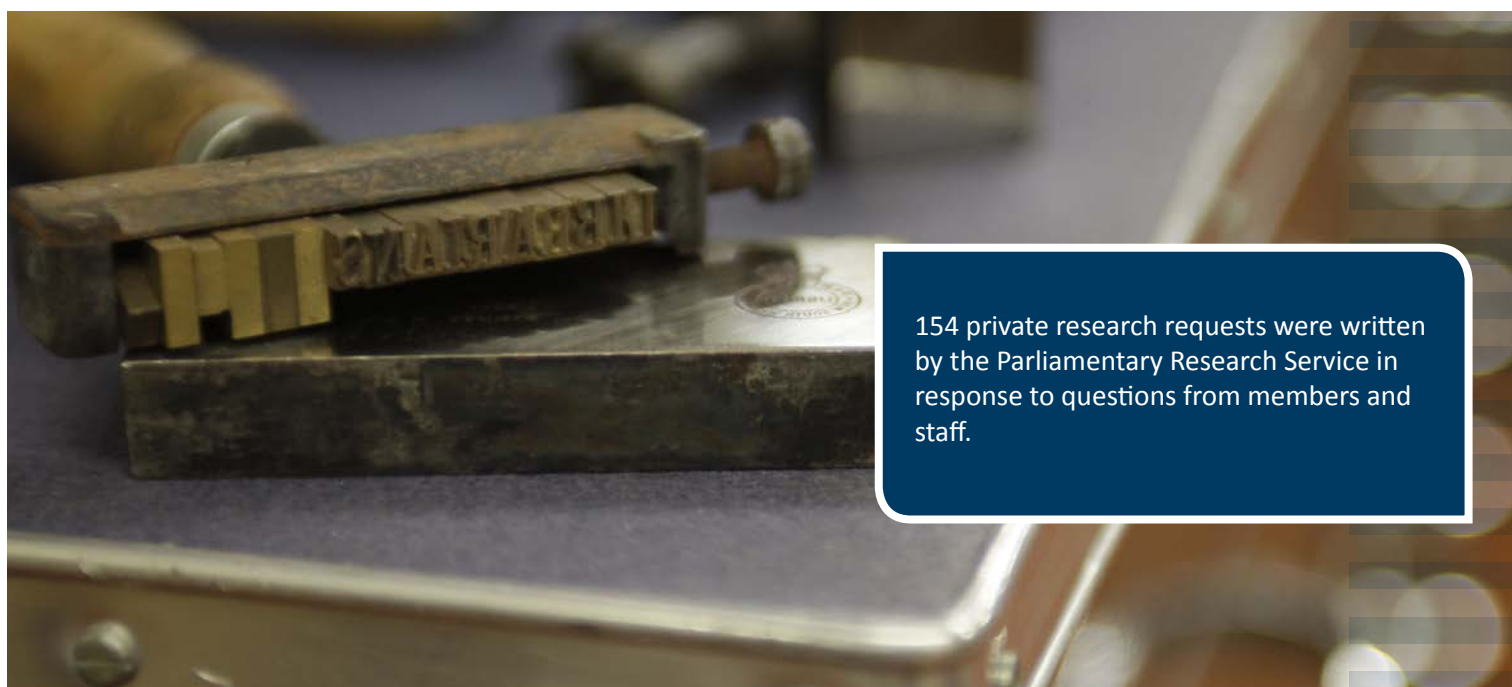
Highlights of 2013-2014

- A Library Collection Management Policy was formalised to clearly establish the scope of the Library's collection and priorities for its management. The policy provides a comprehensive governance framework for greater accountability and transparency regarding the management of the collection; a significant achievement for a collection that spans nearly 200 years. The Policy also facilitates cooperative collection development with other libraries and organisations, assists staff in the consistent selection of material to develop the collections, and guides decisions about the acquisition and archiving of material in electronic formats.
- As with the IT Services team, the Parliamentary Library was also the subject of an internal review of operations, in which members, staff and the Public Service Association were consulted to identify opportunities to improve library and research services. As a result of the review an additional Senior Research Officer position was created within the Parliamentary Research Service and a tiered staffing structure was established within the Reference team. These changes will ensure the Parliamentary Library continues to provide up-to-date and responsive services to the Parliament. They will also provide greater career development opportunities for Library staff.
- As previously outlined in the Facilities Branch

report, a project has begun to refurbish the Library stack for use as a combined library, records and archives repository. This will involve upgrading existing storage infrastructure to ensure a safer and more effective space for the storage of the Library's collection (including more appropriate storage for its many historic materials). This project has involved a complete review of all items in the Library's collection; a gargantuan task that has been ably managed by Library staff over the past 12 months (see feature over the page for more detail).

Plans for 2014-2015

- The Library is on track to complete all work related to the Library, Records and Archives Repository Refurbishment project within the next financial year. This includes ongoing work in reviewing the collections, upgrading catalogue records, de-accessioning excess material and uploading details of the Library's holdings of antiquarian books onto the National Library's database, Trove.
- The library will also continue to strengthen its networks and relationships with other libraries so as to provide members and staff with access to a wider range of contemporary resources.
- The Parliamentary Research Service is planning to explore the possibilities of e-publication for the convenience of information delivery, and will trial the publication of its first research paper in e-book format at the start of 2015.



154 private research requests were written by the Parliamentary Research Service in response to questions from members and staff.

PARLIAMENTARY REPORTING (HANSARD) SERVICE

A major internal service review of our operations was completed in the previous financial year, in response to the following key challenges facing the Hansard team:

Highlights of 2013-2014

- Full text daily proofs were uploaded to the Parliament's website within three hours of the last House rising. Performance achieved: 98%.
- Articles of daily proofs were prepared, indexed by speech subject and member name and uploaded to Parliament's website by 10:30am the next day. Performance achieved: 98%.
- Transcripts of committee hearings conducted within Parliament House, including estimates hearings before the General Purpose Standing Committees of the Legislative Council, were prepared as and when required and forwarded to the committee secretariat for publication on Parliament's website. Performance achieved: 100%.
- Transcripts of regional committee hearings were transcribed and forwarded to the committee secretariat within agreed time frames on most occasions. Any delay in their completion was by agreement to give priority to publishing the record of House proceedings when committee hearings were held concurrently with or proximate to the sittings of the Houses.

Plans for 2014-2015

A number of projects are planned with the aim of further improving the quality of publications. These include:

- Commencing a multi-year redevelopment of the system used to produce Hansard. This is the first major redevelopment of the system since 1999 (see feature over the page for further detail).
- Updating of reference guides used by staff to achieve consistency of presentation in transcripts.
- The development of a structured training program for new reporters so as to build sustainable capacity to deliver a consistent, high quality reporting service.

Reporting staff prepare the official report of debates in the Legislative Council and Legislative Assembly (Hansard), as well as transcripts of committee hearings.



RECORDS AND ARCHIVES

Highlights of 2013-2014

- A Collection Management Policy was formalised to clearly establish the scope of the Parliament's Collected Archives. These are original third party documents, photos and ephemera which the Parliament has collected over time through gift or donation. The policy provides a governance framework which ensures transparency regarding the management of this material and guides future decisions about acquisitions and de-accessions.
- In consultation with State Records, the Parliament's Functional Retention and Disposal Schedule was amended to cover general administrative records dating from 1856-1940, in a manner consistent with State Records' General Retention and Disposal Authority (which applies to records created after 1940).

Plans for 2014-2015

- The Records and Archives team is on track to complete all work related to the Library, Records and Archives Repository Refurbishment Project by June 2015. This includes ongoing work in reviewing all physical records and the collected archives.

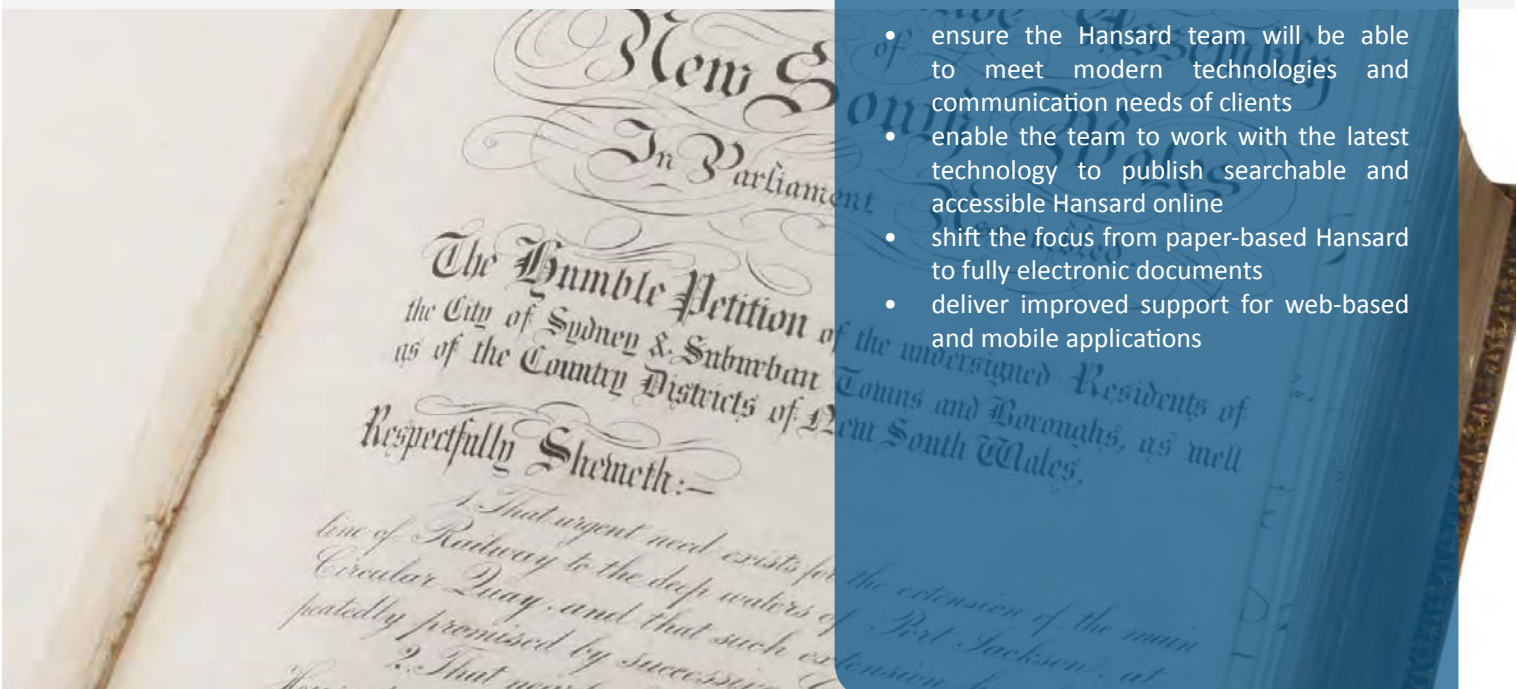
IMPROVING REPORTING SERVICES

Reporting on the proceedings of Parliament is central to the role parliaments play in shaping legislation and in holding governments to account. A challenge of Hansard teams in many modern parliaments is maintaining this role while responding to changing technologies and evolving information needs of members, committees and the community. Securing a future parliamentary reporting service for NSW is a critical requirement for the democratic process.

The process for creating Hansard documents is very labour intensive, and a recent review of operations revealed a number of opportunities for streamlining the process with improved technology and collaboration tools. In addition there is a growing demand for online publishing, and the Parliament will need to review the current technology platform it uses to ensure that Hansard published online are appropriately indexed and able to be searched.

This year the Parliament laid the foundation to commence a major multi-year redevelopment of the system used to produce Hansard; the first redevelopment of the system since 1999. When completed, the redevelopment will:

- ensure the Hansard team will be able to meet modern technologies and communication needs of clients
- enable the team to work with the latest technology to publish searchable and accessible Hansard online
- shift the focus from paper-based Hansard to fully electronic documents
- deliver improved support for web-based and mobile applications



Library, Records and Archives Repository Refurbishment Project

The Parliamentary Library is the oldest of its kind in Australia and maintains a wonderful collection of historic materials including original handwritten manuscripts, photographs, maps and plans dating back to 1824. Such is the magnitude of the collection, that if lined up, the materials would stretch the distance from Parliament House to Bondi Beach! With many rare materials (including the first ever census of NSW and many first editions), it is estimated that the combined value of the Parliamentary Library and Archives collection is over \$39 million.

It is the duty of the Parliament to maintain these collections on behalf of the people of New South Wales. The materials in our stores tell the many stories of NSW and the development of our social, cultural and political identities. Ensuring their longevity is an ongoing priority for the Parliament.

In 2011, working in consultation with State Records specialists, the Parliament undertook an audit and environmental assessment of its internal library, records and archives storage facilities. This identified significant risk in regards to the preservation and storage of these valuable collections, as well as building code and work health and safety compliance issues.

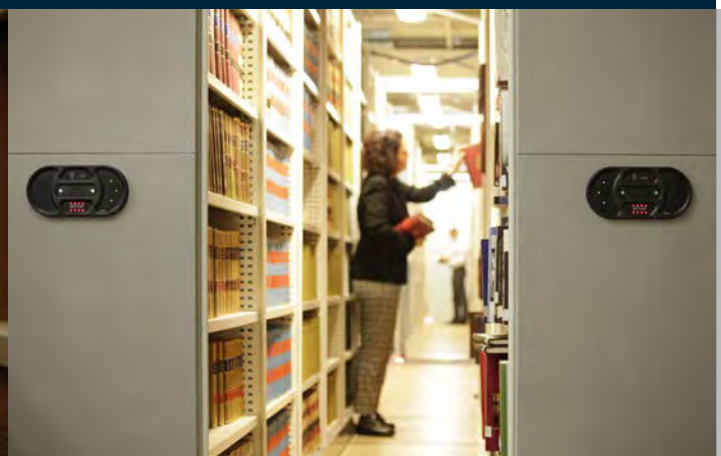
This year, as part of the wider program of capital works at the Parliament, we are pleased to report that we have been able to commence refurbishing

the library stack for use as a combined library, records and archives repository. This project is on track for completion by June 2015. The works include a complete review of the material held in the Library and Archives collection; a huge task spanning months of and covering thousands of books, documents, manuscripts, maps, plans and more.

The review was carried out in line with the Parliament's collections management policies and is now to be followed by the installation of state-of-the-art environmental control and electronic compactus units within the stack.

When finished, the project will ensure:

- Better preservation and care of valuable parliamentary records, archives and library materials, including our treasured historic books and documents
- Compliance with State Records environmental control standards, building codes and work health and safety standards
- The freeing up of storage space around the Parliament (for example, areas within the car park currently used to store excess records materials)
- A reduction in costs incurred for material previously held in off-site storage.



Left: the outdated compactus units and right: the new, WHS compliant compactus units

MEET THE TEAM: DENISE BYRNE
Project Coordinator
Parliamentary Library

Denise Byrne has worked in the Parliamentary Library for 14 years, and manages the acquisition and processing of the Library's serials and databases. Since October 2013, she has been bringing her considerable skills and knowledge to bear as Project Coordinator of the Library, Records and Archives refurbishment project; a huge task requiring a near Herculean ability to remain patient and focused on the details.

Denise describes the project as "like packing up and moving out of home during a major renovation while you make do with sleeping on your aunt's couch!" Her task is to coordinate the Library's involvement in the project from start to finish, including working out shelving and space requirements, overseeing a major review of holdings against the Parliament's Collection Management Policy and packing up and moving tens of thousands of books either to other areas within the building or to offsite temporary storage and back again.

While the work has been challenging and sometimes daunting, Denise says there is a great sense of achievement watching the refurbished space take shape, knowing that the Parliament's library materials, records and archives will be safely and efficiently stored for many years to come.



Next year, the Parliamentary Library celebrates its 175th anniversary. It is the oldest library of its kind, and maintains a collection of historic books, archives and records of behalf of the NSW community.

Parliamentary Catering

Ensuring that members and staff are fed and watered is an important and round the clock job.

From breakfast, to mid-morning, lunch, afternoon tea, dinner and everything in between, there is a constant demand for the services of Parliamentary Catering.

With a team comprised of expert hospitality staff, administrators, function organisers, wait staff, baristas and chefs; Parliamentary Catering has earned a well-deserved reputation for providing high quality service in an environment where you need to be able to run a busy cafe, manage a fine dining lunch and dinner service, attend to a function of 200 guests and deliver silver service to a meeting of dignitaries.

The team provides in-house dining and function facilities for members and staff, as well as catering to functions and events hosted by external clients including corporate bodies, industry groups and not-for-profit organisations.

Those unfamiliar with Parliament House may not realise that this unique heritage precinct offers up some of the finest dining and catered experiences in the Sydney CBD. There are the Strangers' and Members' Dining Rooms, where members and staff often entertain guests, colleagues and family; the Fountain Court, which has seen some spectacular cocktail functions; Café Quorum, which is a favourite of members and staff in search of a good coffee and a quick bite; the historic Jubilee Room; the Rooftop Garden; and other meeting spaces including the Waratah Room, the historic Parkes Room and the Theatrette.

Each meal and beverage served at the Parliament is created by a team of exceptionally talented chefs using as many locally produced ingredients as possible. With all this on offer, it's no surprise that our cafes and dining rooms do a brisk trade, and that external bookings have steadily increased over recent years.

And yet like any good hospitality business, the team is always looking for ways to improve its services. Over the past 12 months, they have been busy working alongside Facilities Branch on the renovation of the Parliament's level 6 and 7 kitchens, using the downtime provided by temporary kitchen closures to plan ahead for a more efficient layout that will better suit the team of chefs working to service the café, dining rooms and functions.

Coinciding with the renovation and relaunch of the kitchens has been the appointment of a new Executive Chef, Mr David Learmonth, formerly from a "Hatted" regional restaurant and who has received rave reviews from members, staff and clients enjoying his exciting new approach to café fare and fine dining.

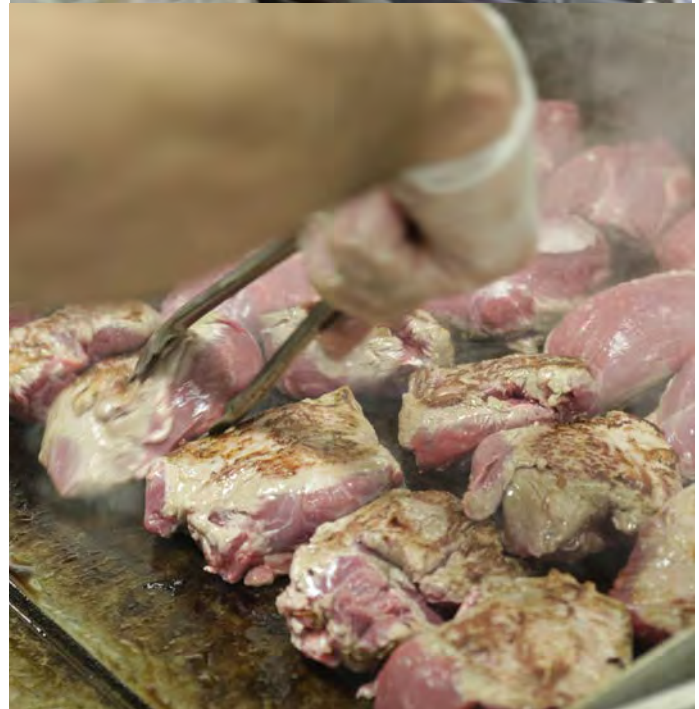
Highlights of 2013-2014

- On behalf of Parliamentary Catering, the Facilities Branch managed the renovation of the parliamentary kitchens, working specifically to assist with their redesign and the purchase of new equipment, benches and surfaces that better meet WHS and food safety requirements. While the kitchens were temporarily closed, the Catering team worked hard to ensure that catered services remained in place for members and staff, opening a temporary café on level 7 and working with local caterers to meet the needs of functions and events. The kitchens re-opened in April 2014 and are now fully compliant with current work health and safety standards.
- Following the upgrade, the team engaged HACCP Australia to provide full accreditation and certification for its food safety program. Hazard Analysis of Critical Control Points (HACCP) is a system to identify and manage risk and is recognised by the NSW Food Authority. It is anticipated that HACCP accreditation and certification will be issued to Parliamentary Catering in late 2014.
- Parliament House provided both the venue and the catering services for many important functions throughout the year. Some of these functions included:
 - Diamond Jubilee Coronation Lunch
 - Legacy Annual Luncheon
 - Premiers Iftar Dinner
 - Disability Awards
 - NSW Parliament Spring Ball
 - UN International Women's Day
 - United Nations Day
 - Fundraising events for groups such as the Shine for Kids, Alzheimer's Australia, White Ribbon Organisation,
 - Centenary of the Commonwealth Parliament Association
 - Marie Bashir Peace Awards Presentation
 - Events hosted by Department of Premier and Cabinet and members of Parliament
 - Diplomatic functions and embassy events

Plans for 2014-2015

- In the coming financial year, the team will continue to work to improve its services to internal and external clients; a task made all the more exciting by the completion of the kitchen renovations. Plans include:
- The development of new and innovative menus, including the Dining Room menus, and those within the Parliamentary Catering kit (e.g. breakfast, banquet, lunch and dinner).
- Plans to develop further catered services within the Parliament. For example, the relocation of the Premier's State Reception Centre to Parliament House and the creation of a Public Café. The latter in particular is driven by feedback from members of the public looking for a permanent and publicly accessible space to spend time in Parliament and to enhance the visitor experience.
- The '2012-2015 Strategic Outlook for the NSW Parliamentary Departments' outlines the objective to 'increase involvement and awareness of NSW citizens about the Parliament and the parliamentary process.' Working alongside parliamentary events and sitting days, a public café situated within the existing infrastructure and staffing levels may provide an opportunity to more effectively engage with the community, and to potentially deliver an additional revenue opportunity for the Parliament through the sale of food, beverages, parliamentary souvenirs, books and other appropriate items.

House-made pastries are a big favourite with members and staff. In the past financial year, our Pastry Chef has made 15,527 fruit, savoury and cinnamon scones to satisfy the Parliament's sweet tooth.





David Learmonth
Executive Chef
Parliamentary Catering

The renovation of the parliamentary kitchens provided an excellent opportunity for the Parliament to reinvigorate kitchen operations. A comprehensive external recruitment action was soon underway, targeting senior chefs with experience in a highly rated or awarded restaurant such as those with a Michelin Star or Good Food Guide 'Hat' recognition.

The search led us to the Southern Highlands of NSW, and to the appointment of Mr David Learmonth, who had previously held the position of Head Chef at Eschallot; a celebrated regional restaurant awarded a single 'Hat' under his stewardship.

As Executive Chef of the Parliament, David brings the experience and the passion for creating exciting new menus and culinary experiences that the Parliament has sorely needed. He has worked in the very best kitchens in Australia, London and France and has sailed the seas serving up dishes on the private yachts of the rich and famous. And while the Parliament may be a little reserved by comparison, David has transformed the menus to rave reviews from members, staffs and other customers.

But don't just take our word for it. Why not come in and try them for yourself? Contact Parliamentary Catering to find out how we can cater to your function and event needs. And keep an eye out for the launch of the public café in 2014. Email dps.catering@parliament.nsw.gov.au for details.

MEET THE TEAM



Financial Services Branch

The Financial Services Branch encompasses Accounting Services and the Members' Entitlements units. Together the team provides a range of valuable expert advice, information and services to members and staff, on matters such as:

- The payment of invoices and claims
- Invoicing of clients and debt collection
- Statutory financial reporting
- Compliance with GST, FBT, Payroll Tax and PAYG requirements
- Control and maintenance of the fixed asset register and coordination of stocktakes throughout the Parliament buildings and all electorate offices
- Management reporting
- Budgeting and financial control
- Liaison with central agencies in relation to funding and governance requirements
- Coordination of internal and external audits
- Corporate governance and support for the Audit and Risk Committee
- Risk management
- Coordination of Business Continuity Planning and management.

The teams are often at the forefront of providing advice directly to members and assisting them to interpret rulings and legislation relating to the performance of their duties. The Members' Entitlements unit, for example, specifically offers advice and guidance to newly elected and existing members seeking to interpret rulings of the Parliamentary Remuneration Tribunal (PRT) as well as other policies and legislation. They also receive

and assess members' claims against additional entitlements and develop policies relating to the use of entitlements.

Highlights of 2013-2014

- Commenced a project to replace the Members Entitlements System, currently used to administer and track some member entitlements, with a newly reviewed and drafted Travel Management module. To be implemented within the SAP portal (the Parliament's main financial management system), the new system will provide a more efficient and easy to use tool for members to manage their entitlements.
- Completed a further review of the Members' Entitlements Handbook. The handbook is a comprehensive guide designed to assist members in understanding their entitlements and the relevant rulings, legislation and policies governing their use.
- Improved the year-end processes for the Members' Entitlements unit, ensuring that expenditure incurred in a financial year is recorded and reported in that financial year. Significantly more members participated in the process in this financial year, compared to the previous financial year.
- Engaged a firm to perform a comprehensive review of all services provided by the Financial Services Branch. This included interviews with representatives from our main client bases including members of Parliament, corporate managers and staff of the Parliament as well



as our own Financial Services team members. The results of the review will be used to:

- evaluate current services
- identify opportunities for further development to services offered
- implement changes to business processes and systems
- implement any structural changes that may result from service requirements.
- Completed a full financial revaluation of the Parliament's Library, Archives and Artefacts collections for audit and reporting purposes.
- Enhanced the delivery of educational material to members' staff through increased participation in induction programs, attendance at meetings of the Electorate Officer Reference Group and through regular content provided to departmental newsletters.
- Initiated the development of a business continuity management plan for the Parliament in collaboration with the House Departments and achieved significant progress towards full implementation.

Plans for 2014-2015

- Completion of the Travel Management system implementation, with a view to providing improved processing efficiencies and better integration of relevant information for members.
- Substantially implement changes within the Branch following the completion of the comprehensive review of services.

- Complete the implementation of the business continuity management plan and establishing robust processes to ensure its ongoing maintenance.
- Complete the development and publication of finance-related policies.
- Prepare a detailed plan for the online processing of all accounts payable, including Members' claims (to be completed in 2016-2017).
- In conjunction with the People & Engagement Branch, develop material to be incorporated into online learning modules, specifically advising members and staff on the interpretation of terms and conditions for the use of entitlements.
- Review processes relevant to the 2015 State Election, including the preparation of new and updated material wherever necessary.

The Members' Entitlements team received, assessed and processed more than 50,000 Members' claims and provided a written appraisal for more than 500 publications (such as newsletters to constituents)



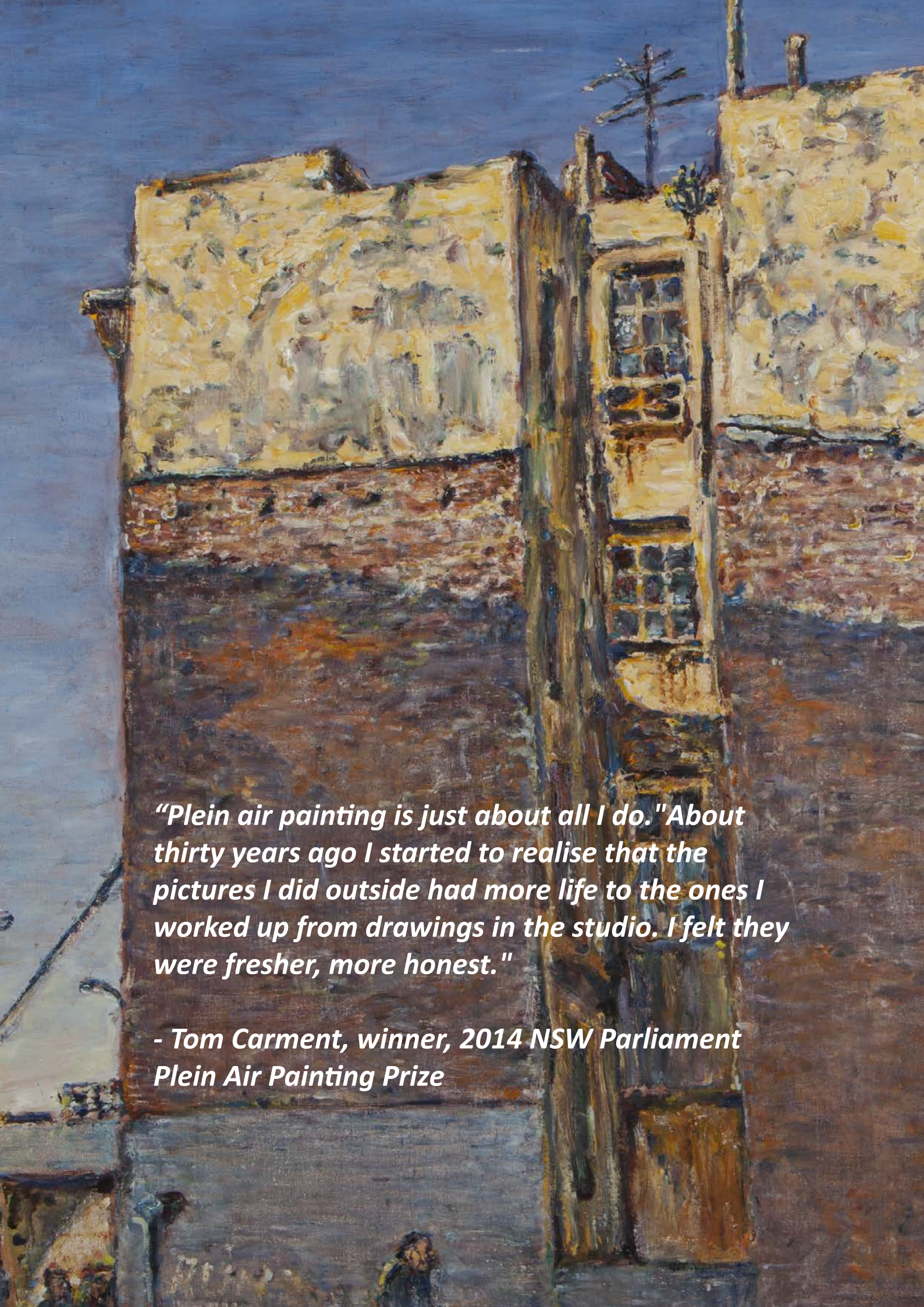
ENSURING BUSINESS CONTINUITY

The Parliament is renewing its Business Continuity Management System (BCMS) to align with the international business continuity management standard ISO 22301:2012. The purpose of a BCMS is to protect against business interruption events, by reducing the risk of them and ensuring prompt recovery from them, ensuring critical operations continue at desired levels and that the reputation and interests of stakeholders are protected.

The Parliament has established a Business Continuity Governance Group to oversee the implementation of a Business Continuity renewal project. The project includes renewal of its policy, management program incorporating an interruption response plan, an information technology disaster recovery plan and business resumption plans. A comprehensive training program, including awareness training for all staff and specialised training for officers responsible for the conduct of business resumption activities, is also included in the project.

The project is expected to be completed in June 2015 following a full test of all plans.



The painting depicts a weathered, multi-story building with a prominent window. The style is highly textured and expressive, with visible brushstrokes and a rich palette of earthy tones like ochre, brown, and grey, contrasted against a deep blue sky. The building's facade shows signs of decay and age. A small, dark figure is visible in the lower left corner, providing a sense of scale.

"Plein air painting is just about all I do." About thirty years ago I started to realise that the pictures I did outside had more life to the ones I worked up from drawings in the studio. I felt they were fresher, more honest."

- Tom Carment, winner, 2014 NSW Parliament Plein Air Painting Prize

THE PARLIAMENTARY ART PRIZE

As part of its commitment to engaging with the community (as outlined in the strategic plans of DPS and the Parliamentary Departments), the Parliament has steadily developed a suite of high quality annual public art prizes; each designed to provide a unique forum for creative expression and to provide an engaging display for visitors to the precinct.

The Department of Parliamentary Services plays a key role in the organisation, delivery and promotion of these prizes, and is heavily invested in particular in the Plein Air Painting Prize and the Aboriginal Art Prize; the two largest events on our community engagement calendar.

The NSW Parliament Plein Air Painting Prize

Australia has a long history of artists dedicated to the tradition of painting 'en plein air', which means to paint entirely outdoors, immersing oneself in a landscape and the transitory effects of shifting lights, colours and environments. The NSW Parliament Plein Air Painting Prize is one of the few landscape prizes in Australia to focus exclusively on this style. Since it first launched in 2008, the Prize has been entered by hundreds of artists who have set out exploring towns, cities, fields, rivers and coasts in search of the perfect subject within NSW. Some take just minutes to produce a work, whilst others will sit for hours; returning day after day until the conditions are just right.

DPS plays a core role in the running of the Prize, and oversees each stage of its development and delivery including managing the call to entries process, the installation and curation of the exhibition, the awards evening, marketing and publicity, and liaison with the offices of the Speaker and the President and corporate supporters.

In June 2014, the 6th annual NSW Parliament Plein Air Painting Prize was hosted in the Parliament's Fountain Court, and was one of the most successful exhibitions to date.

Darlinghurst artist Tom Carment was announced as the winner for his work *Afternoon Shadow, William Street* (pictured). The painting shows a shadow falling on the exposed side of a building on Sydney's William Street. "Plein air painting is just about all I do," said Carment. "About thirty years ago I started to realise that the pictures I did outside had more life to the ones I worked up from drawings in the studio. I felt they were fresher, more honest."

"It was never meant to be seen by anybody," he said of the subject for *Afternoon Shadow, William Street*.



"The bricks were probably laid a hundred years ago in haste, so the mortar dribbled out of them. It looked very interesting to me – I'm interested in looking at the overlooked."

A Julian Ashton alumnus, Carment has been painting since the 1970s and his works have been exhibited in numerous solo and group exhibitions including the Archibald Prize, the Sulman Prize and the Dobell Drawing Prize. He beat 41 other plein air artists for the \$20,000 Prize, which this year was generously provided by our new principal sponsor, Telstra.

The new partnership with Telstra is a wonderful development for the Prize and will allow it to continue as an important and unique community exhibition. It has also opened the doors for new and innovative additions, including a program of plein air painting workshops which was delivered to ten regional NSW schools in early 2014. The workshops were run by local plein air painters and were developed with reference to the Visual Arts Curriculum, supporting conceptual study and art making for students in years 9 and 10. Many of the local Members also attended the workshops, enjoying the opportunity to engage with students and teachers in their electorates. Three paintings submitted by the students were chosen to hang in the Parliament, alongside the main Plein Air Painting Prize exhibition.



Students attend a workshop at Kadina High School, Lismore.

The Parliament of New South Wales Aboriginal Art Prize

The Parliament of NSW Aboriginal Art Prize is currently the most valuable art award on offer for Aboriginal artists born in or living in New South Wales. Thanks to a partnership between the Coal & Allied, the Parliament, Campbelltown City Council, Arts NSW and the University of New South Wales Faculty of Art & Design, it is worth \$40,000 to the winning artist and offers a series of residencies and scholarships to artists and students.

Launched in 2004, it is a unique event on the NSW arts calendar, and has provided an opportunity for many Aboriginal artists to share their ideas and craft with the wider community of NSW. For some, it is a chance to share stories rich in culture, tradition and the natural world while for others it has provided a forum for works commenting on contemporary issues of identity, politics and race.

The Parliament has been privileged to host many creative works entered over the years and to follow the ongoing careers of the finalists and winners. An acquisitive Prize, it has provided us with an opportunity to build a collection of contemporary Aboriginal art. This collection is a fascinating insight into contemporary Aboriginal art and will provide an important record of this diverse and creative community for many years to come.

In October 2013, the Parliament acquired a work by well-known Aboriginal artist Karla Dickens, who was chosen by an independent panel of judges to win the 2013 Parliament of NSW Aboriginal Art Prize. Karla's work *January 26, Day of Mourning* was crafted from a tattered Australian flag, embroidered and embellished by the artist to make a statement about her personal feelings towards Australia Day.

"The majority of Australia celebrates 26 January by wrapping themselves in the red, white and blue flag, having barbecues and feeling proud to be young and free," said Dickens. "I cringe, stay close to dear friends, do all I can not to leave the house and respectfully hold my grief – the grief for the old, grief for the continuous denial, grief for the disrespect, grief for the lack of acknowledgement and the poor choice of the day to celebrate. After finding the flag at the tip, I went about hand sewing my grief, with one cross after another. Unfortunately, it's only a small gesture to reflect the true loss."

Karla's work was selected as the winner from an impressive and creative field of finalists, which presented a unique mix of established and emerging artists.

For the remainder of this financial year and into the next, the Prize finalists will tour through selected galleries in regional NSW, providing an important opportunity for more members of the community to see these unique and creative works.

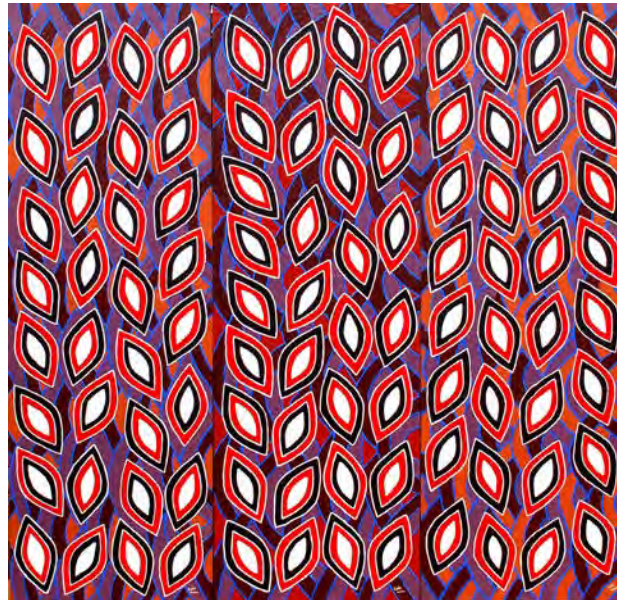
The Department of Parliamentary Services is responsible for the delivery of the Parliament's contribution to the Prize, working across many elements from the installation of the exhibition, to liaison with event partners, the organisation and delivery of the awards evening, and the promotion of the Prize (encompassing the call to entries phase, the announcement of the finalists and winner and promotion of the regional tour). This required input from staff across the Facilities, People & Engagement and Parliamentary Catering branches, in consultation with the Office of the Executive Manager and the House Departments.

In 2014, the Memorandum of Understanding governing the Prize will expire and will be reviewed to determine the future direction of the Prize. Through the Office of the Executive Manager, DPS is responsible for managing the relationship between the Parliament and the event partners, and will soon commence discussion to review the Prize and the opportunities that may exist for its future development. This will be undertaken in consultation with the offices of the Speaker and the President and House Departments, and will take place alongside preparations and planning for the delivery of the 2014 Prize (the last under the current MoU).

Karla Dickens January 26: Day of Mourning. Winner; 2013 Parliament of New South Aboriginal Art Prize



Other finalists (top to bottom): Cassandra and Jannali Jones, *Sister*; Albert 'Digby' Moran, *Honey Ant Tracks*; the Blak Douglas *Coconut*.



GRAND DESIGNS



A precinct in the making

The Parliamentary precinct surprises many visitors with its collection of old and modern buildings.

The central part of the parliamentary building has a long and colourful history, dating back to the days when it was in fact the former north wing of the 'Rum Hospital'. It was so-named because Governor Lachlan Macquarie controversially provided the building contractors a three year monopoly to import and sell 60,000 gallons of rum to the fledgling colony in exchange for constructing the hospital.

Today, this iconic building remains the home of modern parliamentary democracy in New South Wales, and is the oldest surviving public building in Australia (along with its sibling building The Mint).

The Legislature has occupied the building since 1829, when the first Legislative Council was formed and began to sit. The current Legislative Assembly Chamber was added in 1843 and Legislative Council Chamber in 1856 when bicameralism was adopted in New South Wales.

From the 1860s, overcrowding started to become a serious issue, and plans for the construction of a larger and grander building were considered. The Government Architect, Walter Liberty Vernon,

was brought in to design a new layout for the Parliament, and produced a set of sketches for a building that had all the grandeur and opulence of many European buildings (one of which is pictured above). An ambitious plan for Macquarie Street! As is so often the case with such grand designs, the NSW Government could not reconcile the architect's vision with the necessary funding.

Instead the Government decided to keep the colonial buildings intact, and over the subsequent years a number of comparatively minor additions were made to the precinct, including the Jubilee Library in 1906 and the excavation of the Library Stack in 1919.

It was not until the 1970s and 1980s that any major building work was undertaken, when again the issue of overcrowding eventually forced the Parliament's hand. A modern office block (pictured) was added to the precinct, to accommodate members and staff, together with the dining rooms and the Fountain Court.



It was an enormous project, involving the demolition of some of the older buildings at the back of the Parliament, and the construction of a new 12 storey office block, which was linked to the retained heritage buildings via the magnificent Fountain Court. Some of the remnant out-building walls remain underneath the Jubilee Library (now Jubilee Room). While some preliminary archaeology recently undertaken has documented the structural remains, there is a strong likelihood that more of the early colony's secrets remain buried underneath the building rubble.

At the same time, the Legislative Chambers, Jubilee Room and the original Surgeon's Quarters were renovated with such contemporary improvements such as air-conditioning, additional power and phone lines. The Chambers and foyers were also restored with paintwork, stencilling and other details that were carefully researched to be as close as possible to the original colonial décor.

The resulting precinct was a hybrid collection of buildings that sought to retain the Parliament's impressive heritage, while catering to the needs of a modern parliament. This balance between conservation and innovation is one that continues to provide one of the biggest challenges to the Parliament today.

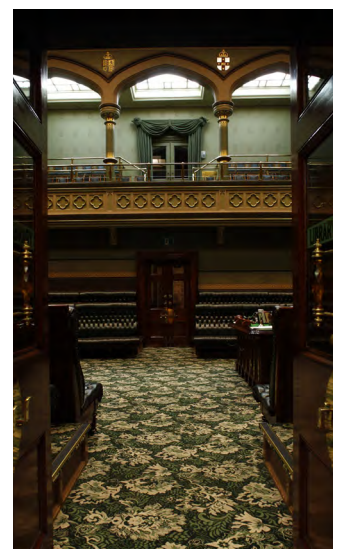
An ongoing project

For the first time since the projects of the 1970s/1980s, the Parliament is undergoing a major program of capital works that will once again transform some of the infrastructure within the precinct. These latest works will be designed to address several issues that have developed over the last 30 years including work health and safety compliance, and the ongoing issue of limited office space to house an expanding parliamentary workforce.

The Facilities Branch of DPS has carriage of these projects, which will also involve the combined effort of a team from a diverse range of disciplines within DPS including project management, engineering, catering, records management, archivists and library staff. The works include the addition of a new office block; the renovations of the parliamentary kitchens; the installation of more efficient records, archives and book storage systems, and mandatory upgrades to the Parliament's electrical distribution system and fire safety infrastructure.



From top: the Legislative Assembly Chamber, circa 1980; a technician working on the restoration; detail from the restored Legislative Council Chamber; looking into the restored Legislative Assembly Chamber, as it appears today.



When completed, the works will reduce the ongoing maintenance expenditure resulting from ageing and defective fittings, improve work health and safety and building code compliance and achieve budget savings by eliminating reliance on off-site office space rental. They will also allow the Parliament to modernise many of its contemporary work practices through providing more up-to-date offices, equipment and resources to meet the service needs of members and staff.

It is a huge task, and one that is made all the more difficult by the many challenges posed by working within such a unique and historically significant precinct. The need to conserve while modernising has been at the centre of all aspects of planning, and DPS has spent many hours consulting with Government and heritage architects to ensure that the works are as sympathetic as possible to the existing precinct, and to minimise their impact on the heritage buildings.

Some of the major projects commenced this financial year, including the construction of a new office block on level 9 of the Parliament; the complete renovation of the kitchens; the renovation of the Parliamentary Library Stack and mandatory upgrades to our electrical distribution network. It is currently anticipated that the works will be completed in a series of project phases over the next few years.

It will be a challenging time for the Parliament, and DPS will need to work closely with the contractors and the Parliamentary Departments to manage the impact of noise, construction and equipment installation on the operations of members, staff and the press gallery. No easy task when you have to work around a fully functional and very busy public building! For this reason, much of the work will be completed out of hours and on non-sitting days, when the impact on the functions of the Parliament and Executive Government will be less.

An office in the backyard

One of the bigger projects to be completed within the program of works is the construction of a new office block within the precinct, which will provide a new corporate home for 39 staff members of DPS. An ambitious project, the end result will be a remarkable technical achievement; creating much-needed modern space in the precinct, while taking into account the need to preserve the existing historic buildings.

The office block will occupy an area on level 9 of the Parliament, transforming what used to be a concreted BBQ area behind the Rooftop Garden and a mixture of roof profiles. In this position, it will sit adjacent to the historic buildings and directly over the top of the Jubilee Room and its famed stained glass ceiling.

Because of this proximity to the old buildings, special care has been taken in the design of the new building. Andrew Andersons, who was the Principal Architect with the Government Architect's Office during the 1970s/1980s tower block construction and renovations, was originally consulted to consider possibilities to ensure that the aesthetic design of any new building is in keeping with the existing precinct. Eventually, the firm of which Mr Andersons was a director, PTW Architects was commissioned to design the new building, with Mr Andersons leading the design in its early stages.

Of particular concern was the preservation of the Jubilee Room and its iconic artwork. How could an office block be built above this century-old room without interrupting the flow of the light through the ceiling or potentially damaging the fragile glasswork?

The solution was to make the ceiling a major feature of the new office block. Construction has begun on a series of steel frames and supports to suspend much of the new wing above the heritage infrastructure. The glass ceiling has been temporarily removed for restoration, and will be re-instated once the supports are in place. A floating glass floor will then be installed over the Jubilee ceiling to ensure that natural light can still flow through. In addition, special lighting will be installed above and beneath the floors to enhance the effect of sunlight filtering through the stained

glass below. Future visitors admiring the ceiling will be hard-pressed to imagine that there is a building directly above!

In the meantime, there is much work to be done and it will be long and careful process overseen from start to finish by Facilities Branch. In addition to the construction work, there is also the layout of workstations to be considered and the purchase of new office equipment to ensure staff are supplied with everything they need to get their jobs done.

Construction on the office block commenced in December 2013, and it is anticipated that it will be completed in the first half of 2015. The resulting re-shuffle of corporate staff will mean that many teams can be co-located for the first time, leading to more effective working arrangements and greater efficiencies across all three departments.

As you can see in the architect's impression (pictured bottom right), it will be a functional and stylish addition to the Parliamentary precinct. Importantly, it will also provide direct access to the Rooftop Garden for people with disabilities, increasing the accessibility of this little oasis in the CBD.

Be sure to check in with our next annual report to learn more the progress of this, and the many other projects currently underway throughout the precinct.

From top: the Rooftop Garden, prior to the construction works; various views of the construction works taking place; the stained glass ceiling of the Jubilee Room; and the architect's impression of what the final office block will look like.



TWINNED TIDINGS

The New South Wales Parliament has a partnership arrangement with the parliaments of the Autonomous Region of Bougainville (the Bougainville House of Representatives) and the Solomon Islands (the National Parliament of Solomon Islands). The partnership arrangements are part of the Commonwealth Parliamentary Association's (CPA) twinning program, established in June 2007. Every Australian state and territory parliament is twinned with one or more parliaments in the Asia-Pacific region. The CPA partnership arrangements are 'whole of parliament', involving Members and staff of all three institutions.

The New South Wales Parliament receives funding to support the partnership arrangements from the Australian Agency for International Development (AusAID), under its Pacific Public Sector Linkages Program (now called the Governance Partnership for Development Program). The initial funding period was from April 2010 to June 2013. A new application was successful for the current funding period from July 2013 to June 2016. The funding enables practical support for strengthening the parliaments of Bougainville and Solomon Islands through staff placements, secondments and other activities.

Activities conducted with our twinned parliaments continue to focus on strengthening the parliamentary institutions in Bougainville and Solomon Islands through secondments of staff from the Pacific parliaments to the NSW Parliament, and attachments of staff from the NSW Parliament to the Pacific parliaments in areas of need – for example: strengthening procedural support for Members; building inquiry management skills within Committee secretariats; and conducting needs analyses of Hansard and Library sections.

Priorities to be addressed for our twinned parliaments in the year to come include strengthening of procedural and committee support for Members, with a greater focus on parliamentary support services including Information Technology, Hansard, library and research services. Elections will be held in both countries in 2015, and there will be a role for the NSW Parliament in supporting our Twinned parliaments in the induction process for new Members.

In late September, an extraordinary meeting of young minds took place in the Solomon Islands. Five year 11 students from NSW met with twenty students from the Solomon Islands, Vanuatu and Papua New Guinea to form the first ever Regional Youth Parliament, meeting under the motto 'Youth in partnership for climate change – think local, act now!'

Running from 25-28 September, it was a fantastic forum for students to learn more about politics and the role of the parliament and to share their thoughts, insights and experiences in debating a 'Climate Change (Mitigation) Bill.' The Pacific students in particular were able to talk about their own personal experience of extreme weather events, inundation of agricultural land and coastal erosion.

"It is common knowledge supported by scientific evidence that climate change is happening," said McChesney Kapilodidi, the Solomon Islands student elected as the Minister for the Environment. "Even though we only produce a small amount of greenhouse gases, we still have a duty to mitigate them, we have signed up to the Kyoto Protocol and we must be committed to it. Even the little drop of water helps to fill the bucket."

New South Wales student Theodora Von Arnim, of Sydney Girls High, was elected as Prime Minister of the Youth Parliament. "One of the best things about the Regional Youth Parliament is the interaction with other engaged young people from the Pacific," she said. "It's such an honour and a privilege to be sharing this with them, even for a short time."

The four other New South Wales students took on roles of Members of Parliament, Committee Members and witnesses from government agencies appearing before the inquiry of the Youth Parliament's Bills and Legislation Committee. They were; Jehannah May, Hornsby Girls High; Kieren Kresevic of Shore (Sydney Church of England Grammar School); Dylan McCuaig-Walton, Blakehurst High School and Ciara Morris, St Scholastica's College.

Solomon Islands student, Nicole Olive Fifiri, noted the importance of the Youth Parliament in providing a rare insight into the world of politics and how young people can be more involved. "Most of the time young people ignore politics

and when it comes time to vote we just go with the flow,” she said. “It’s good to know what the real political process is like, and gives us a boost to our confidence.”

Kieren Kresevic summed up the experience for the NSW students. “From the moment we stepped off the plane into a new, tropical environment we have been immersed into a vibrant community of bright and strong-minded people,” he said. “To be part of this group and to be able to voice my opinions on issues that both the Solomon Islands and we in Australia face has been a unique and incredible experience; allowing me to forge new friendships, expanding my perspective on life and re-affirming the importance of youth in society to rise up and be vocal, powerful agents for change in our communities.”

Solomon Islands Prime Minister Gordon Darcy Lilo said he was impressed by the youths’ contributions and suggestions and that as young democracies, both Solomon Islands and Bougainville still have a long way to go in understanding the role of Parliament processes and procedures and on how the state governs its citizens.

“With that challenge, NCRA Government is very grateful to be part of this Regional Youth Program as it helps to educate, and allow our young people to actively participate in Parliamentary democracy and good governance,” he said.

The Youth Parliament is organised and funded through the Ministry for Women, Youth, and Children’s Affairs, with the assistance of the National Parliament’s Civic Education Unit. Two years in the making, it was initially conceived at the 2011 Australasian Parliamentary Educators Conference by the education teams of the three parliaments. Observers from other Pacific countries expressed an interest in extending youth parliaments to other countries; an encouraging sign for the future of civics education in the Asia-Pacific region.

The NSW students’ participation was made possible with sponsorship from Virgin Australia and the NSW branch of the Commonwealth Parliamentary Association. In Solomon Islands, the National Parliament of Solomon Islands, the United Nations Development Program, the Solomon Islands Government and AusAID provided support.

NSW students participating in the Regional Youth

Parliament were accompanied by staff from the NSW Parliament: Rita Bila, Parliamentary Education; and Simon Johnston, Twinning Project Coordinator.



From top: students from the Pacific and NSW gather for the 2013 Regional Youth Parliament; the students debating in the Chamber; Parliament of NSW Education Officer Rita Bila, presenting a gift to Bougainville House of Representatives Director-Procedure, Peter Topura



Parliamentary Service Awards

Each year, the Parliamentary Service Awards are issued to a select group of 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. They are:

- Isadora Pareja - 10 years
- Paula Terroso - 10 years
- Catharine Pruscino - 10 years
- Denise Byrne - 15 years
- Beulah Roychoudhry - 15 years
- Ayshe Ali - 20 years
- Gareth Griffith - 20 years
- Mark Sheehan - 20 years
- John Wilkinson - 20 years
- Carlos Andrade - 25 years
- Espa Klonaris - 25 years
- Caterina Sciara - 25 years
- Louise Hanna - 25 years



From top: Carlos Andrade receives his Award; Dr Gareth Griffith receives his award; Caterina Sciara receives her award. All pictured with Rob Stefanic, Executive Manager DPS and the Presiding Officers of the Parliament



Financial Commentary

The net cost of services for the Department of Parliamentary Services was \$29.051 million and represents 22.76% of the total net cost of services of the Parliament for the 2013-14 financial year. This reflects a favourable variance against budget of \$272,000 or 0.9% against the budget of \$29.232 million.

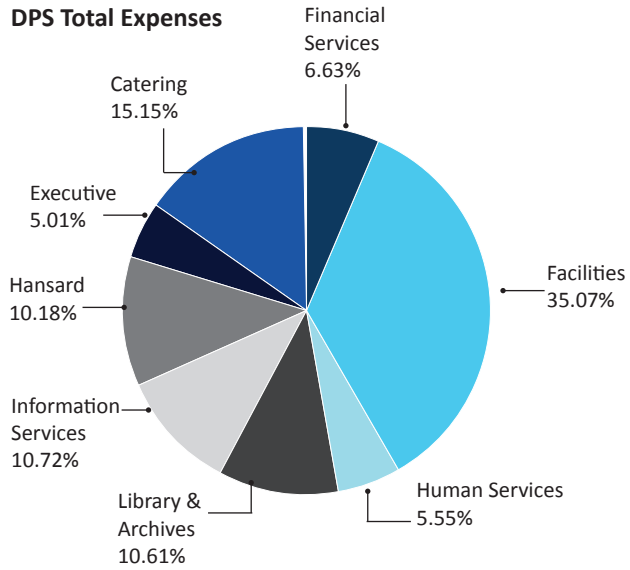
The main components of the variance include:

- Total expenses being below budget by \$258,000;
- Revenue being \$1.823 million higher than budget, the main items above budget being grants and contributions received \$693,000 and other revenue \$1.19 million; and
- Loss on disposal of \$1.809 million mainly represents the drop in value due to the fall in the market value of the library collection since the last valuation and the reduction in total population of the collection.

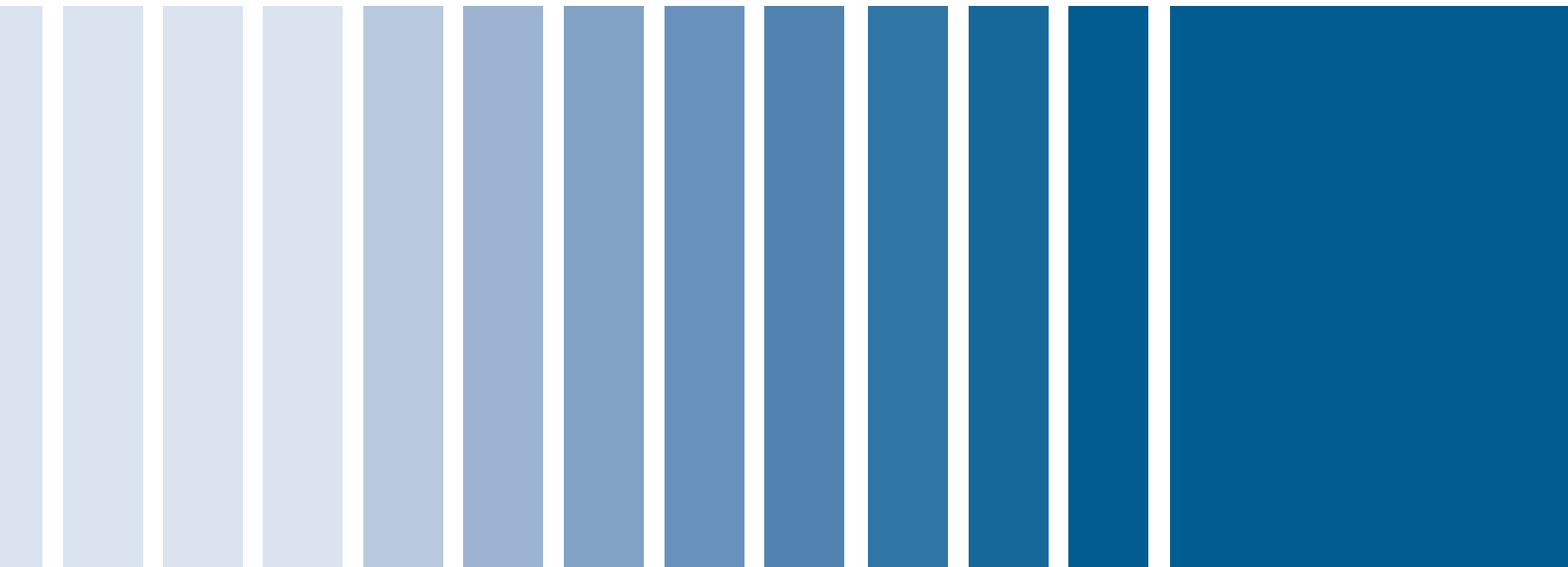
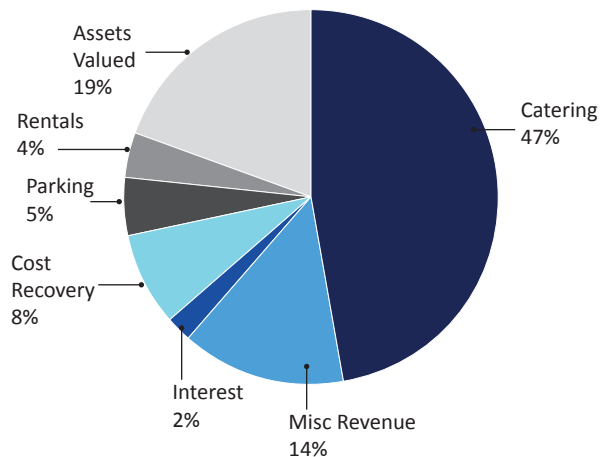
The net cost of services was \$4.725 million higher than the previous year with the major item being the loss on disposal.

The catering activities, including the hosting of functions, generated 47% of the Department's revenue, which supports the operations of the Parliament and encourages community access. Employee related expenses accounted for 54% 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 2014

| | Actual 2014 \$'000 | Budget 2014 \$'000 | Actual 2013 \$'000 |
|--|--------------------------|--------------------------|--------------------------|
| Expenses excluding losses | | | |
| Operating expenses | | | |
| Employee related | 18,081 | 19,149 | 17,793 |
| Other operating expenses | 10,565 | 9,214 | 9,773 |
| Depreciation and amortisation | 5,135 | 5,676 | 4,198 |
| Total Expenses excluding losses | 33,781 | 34,039 | 31,764 |
| Revenue | | | |
| Sale of goods and services | 4,235 | 4,333 | 4,512 |
| Investment revenue | 148 | 110 | 118 |
| Grants and contributions | 693 | - | 103 |
| Other revenue | 1,463 | 273 | 2,814 |
| Total Revenue | 6,539 | 4,716 | 7,547 |
| Loss on disposal | 1,809 | - | 109 |
| Net Cost of Services | 29,051 | 29,323 | 24,326 |

End of unaudited financial statements



A photograph of a modern, multi-story building with a grid-like facade of concrete columns and balconies. The balconies have glass railings. The building is set against a clear blue sky. A semi-transparent white horizontal band is overlaid across the middle of the image, containing the word 'APPENDICES' in a bold, dark blue, sans-serif font.

APPENDICES

Appendix A

Audit and Risk Committee Report

The Parliament's Audit and Risk Committee ("Committee") and Committee Charter were established in accordance with Treasury Policy Paper (TPP 09-05), 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."

Membership

Appointed by the Clerks and the Executive Manager, the Committee comprises an independent Chair and two additional independent members as follows:

- Mr Jim Mitchell (Independent Chair)
- Ms Christine Feldmanis (Independent Member) and
- Ms Gerry Brus (Independent Member).

The Clerks and the Executive Manager, the Chief Audit Executive and an Audit Office of NSW representative, all attended Committee meetings.

Audit and Risk Committee Meetings

The Committee met seven times during the year: once in each quarter of the financial year, plus three special meetings. In all, the Committee oversaw and monitored:

- internal audit and external audit reports completed during the financial year;
- the procurement of internal audit services;
- internal financial performance reports;
- the Parliament's Early Close Procedures;
- The Parliament's End of Year Financial Statements;
- The Audit Office of NSW's Engagement Letter and Client Service Plan
- The Audit Office of NSW's Client Services Report and Management Letter;
- Management's Representation Letter to the Audit Office of NSW;
- Management's Certification of Internal Financial Controls;
- business continuity planning;
- business risk assessment;
- legislative compliance; and
- performance self-assessment.

Internal Audit

The Legislature appointed BDO East Coast Partnership to provide internal audit services to the business activities of the Parliament, including claims for Members' Additional Entitlements.

External Audit

The Audit Office of NSW provided external audit services, covering:

- Independent audit of the Parliament's annual financial statements; and
- Limited review of claims for Members' Additional Entitlements, in accordance with the Parliamentary Remuneration Tribunal's prevailing Determination and rules.

Enterprise Risk Management

During the year, the Legislature's Senior Management Group, with the assistance of its internal audit contractors, identified and reassessed significant risks inherent to its business. This risk assessment will evolve as new risks emerge and will form the basis of the internal audit planning.

Business Continuity Management

The Parliament is renewing its Business Continuity Management System (BCMS) to align with the international business continuity management standard ISO 22301:2012. The purpose of a BCMS is to protect against business interruption events, by reducing the risk of them and ensuring prompt recovery from them, ensuring critical operations continue at desired levels and that the reputation and interests of stakeholders are protected.

The Parliament has established a Business Continuity Governance Group to oversee the implementation of a Business Continuity renewal project. The project includes renewal of its policy, management program incorporating an interruption response plan, an information technology disaster recovery plan and business resumption plans. A comprehensive training program, including awareness training for all staff and specialised training for officers responsible for the conduct of business resumption activities, is also included in the project.

The project is expected to be completed in June 2015 following a full test of all plans.

Insurance

Insurance covers were provided to the Legislature, its Members and employees by the NSW Treasury Managed Fund. Covers included: Workers Compensation, Legal Liability, Motor Vehicle, Property (including Business Interruption), Miscellaneous (including Personal Accident and Personal Effects). Over the past five years The Legislature has contributed the following of premiums excluding GST, to the Treasury Managed Fund¹:

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|-----------------------|-----------|-----------|-----------|-----------|-----------|
| Property | \$200,590 | \$178,210 | \$215,570 | \$260,520 | \$244,170 |
| Worker's Compensation | \$451,440 | \$428,940 | \$343,410 | \$330,130 | \$279,059 |
| Motor | \$3,040 | \$1,350 | \$1,470 | \$790 | \$940 |
| Liability | \$57,040 | \$52,670 | \$57,510 | \$57,360 | \$62,350 |
| Miscellaneous | \$24,200 | \$17,960 | \$11,530 | \$15,560 | \$15,220 |
| Total | \$736,310 | \$679,130 | \$629,490 | \$664,360 | \$601,739 |
| Savings | | 8% | 7% | -6% | 9% |

¹ The Legislature anticipates a 10% saving in the financial year ending 30 June 2015

Appendix B

Department of Parliamentary Services EEO Actual Staff Numbers

| Remuneration Level of Substantive Position | Total Staff (Men & Women) | Respondents | Men | Women | 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 - \$42,625 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| \$42,625 - \$55,985 | 40 | 7 | 14 | 26 | 0 | 6 | 6 | 0 | 0 |
| \$55,985 - \$62,587 | 20 | 7 | 11 | 9 | 0 | 3 | 4 | 1 | 0 |
| \$62,587 - \$79,199 | 26 | 12 | 10 | 16 | 0 | 4 | 2 | 0 | 0 |
| \$79,199 - \$102,418 | 54 | 16 | 22 | 32 | 0 | 4 | 2 | 2 | 0 |
| \$102,418 - \$128,023 | 22 | 5 | 11 | 11 | 0 | 2 | 1 | 0 | 0 |
| \$128,023 > (Non SES) | 8 | 4 | 6 | 2 | 0 | 0 | 0 | 0 | 0 |
| \$128,023 (SES) | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| Total | 171 | 52 | 75 | 96 | 0 | 20 | 16 | 3 | 0 |



Appendix C

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. The Parliament has re-established its Work, Health and Safety Committee with representation from the Legislative Council, the Legislative Assembly and DPS. The committee has been re-established in line with provision of the *Work Health and Safety Act 2011*. The first meeting of the WHS Committee took place on 25 July 2014.

There were 17 reported WHS incidents (including near misses and actual injuries) reported during the past financial year for DPS.

SUMMARY OF REPORTED INCIDENTS: FINANCIAL YEAR 2013-14

| | No. of incidents | Near Miss | STF | Strains | Other | Lost Time |
|---------------|------------------|-----------|-----|---------|-------|-----------|
| DPS (Overall) | 17 | 2 | 5 | 4 | 6 | 5 |

STF = Slips, Trips and Falls

Strains = includes manual handling incidents

Other = all other incidents not categorised

Work Health & Safety is an important component of staff inductions and the Department of Parliamentary Services ran periodical induction sessions throughout the year for new staff members.



Appendix D

Wage and Salary Movements

The Crown Employees (Public Sector – Salaries 2008) Award was varied in July 2014 to provide a 2.27% salary increase for the next 12 months which applies 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 employer superannuation contribution amount also increased 0.25% from 9.25% to 9.5% for the same period in line with the Federal Government's superannuation guarantee levy increases. There will be no further changes to the superannuation contribution rate until July 2021.

The Statutory and Other Officers Remuneration Tribunal Determination of 11 July 2014 increased the salaries of the Clerks, Executive Manager, DPS and Deputy Clerks by 2.27% from 1 October 2013 – 30 June 2014 (backpaid - the prior Determination of 2013 having been disallowed). A salary increase of 1.7% from 1 July 2014 was also determined.

Appendix E

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). 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.

DPS has a Public Interest Disclosure Policy 2011, which is accessible via the intranet.

The Department ensures that staff are aware of the Policy. The Human Services team delivers a session on PIDs at the Induction Program for new staff.

Appendix F

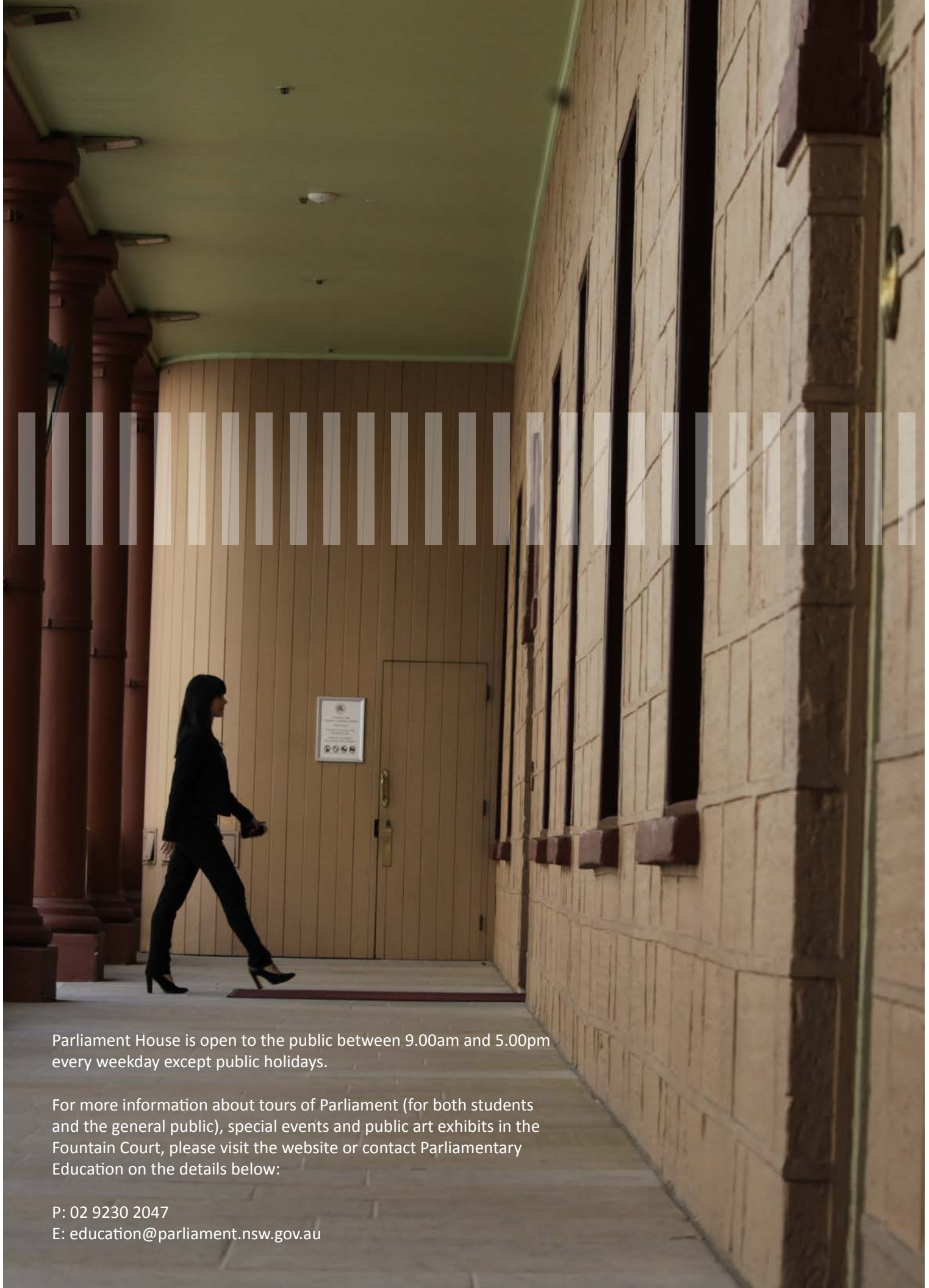
Library Research Publications 2013-2014

| | |
|----------|---|
| Jun 2014 | <i>The High Court's decision in the second School Chaplains case (Williams No 2)</i> |
| Jun 2014 | <i>Bushfires in NSW: timelines and key sources</i> |
| Jun 2014 | <i>Rural Fires Amendment (Vegetation Clearing) Bill 2014</i> |
| Jun 2014 | <i>Public opinion on sentencing: recent research in Australia</i> |
| Jun 2014 | <i>Medical cannabis</i> |
| May 2014 | <i>Child disadvantage in NSW: recent findings</i> |
| May 2014 | <i>NSW State Electoral Districts Ranked by 2011 Census Characteristics: 2013 Redistribution (All Parties)</i> |
| May 2014 | <i>NSW State Electoral Districts Ranked by 2011 Census Characteristics: 2013 Redistribution (Labor)</i> |
| May 2014 | <i>NSW State Electoral Districts Ranked by 2011 Census Characteristics: 2013 Redistribution (Liberal)</i> |
| May 2014 | <i>NSW State Electoral Districts Ranked by 2011 Census Characteristics: 2013 Redistribution (The Nationals)</i> |
| May 2014 | <i>NSW Electorate Profiles: 2013 Redistribution</i> |
| May 2014 | <i>NSW State Electoral Districts Ranked by 2011 Census Characteristics: 2013 Redistribution</i> |
| May 2014 | <i>Advance Care Directives</i> |
| May 2014 | <i>Sydney Airport: performance and potential competition from a second airport</i> |
| Apr 2014 | <i>Economic Indicators NSW (April 2014)</i> |
| Apr 2014 | <i>The New England-North West Region: An Economic Profile</i> |
| Apr 2014 | <i>NSW Electorate Profiles: cultural diversity (2013 Redistribution - Greater Sydney)</i> |
| Apr 2014 | <i>NSW Electorate Profiles: cultural diversity (2013 Redistribution - Regional NSW)</i> |
| Apr 2014 | <i>A second Sydney airport: Policy developments, reports and key findings</i> |
| Mar 2014 | <i>Liquor licensing restrictions to address alcohol-related violence in NSW: 2008 to 2014</i> |
| Mar 2014 | <i>Burning native forest biomaterial for electricity generation</i> |
| Mar 2014 | <i>Government procurement in NSW</i> |
| Mar 2014 | <i>NSW Trade with South Korea: Outcomes for exporters from the KAFTA</i> |
| Feb 2014 | <i>Parliamentary Privilege: the continuing debate</i> |
| Feb 2014 | <i>The High Court's decision in the electoral funding law case</i> |
| Feb 2014 | <i>Alcohol-related violence: key sources</i> |
| Jan 2014 | <i>Economic Indicators NSW (January 2014)</i> |
| Jan 2014 | <i>Mandatory sentencing laws</i> |
| Jan 2014 | <i>House prices, ownership and affordability: trends in New South Wales</i> |
| Dec 2013 | <i>Drought in NSW</i> |
| Dec 2013 | <i>Gas: resources, industry structure and domestic reservation policies</i> |
| Dec 2013 | <i>Anti gang laws in Australia</i> |
| Nov 2013 | <i>Law Enforcement (Powers and Responsibilities) Amendment (Arrest without Warrant) Bill 2013</i> |
| Oct 2013 | <i>2013 New South Wales Redistribution: Analysis of Final Electoral Boundaries</i> |
| Oct 2013 | <i>Economic Indicators NSW (October 2013)</i> |
| Oct 2013 | <i>NSW planning reforms: decision-making</i> |
| Oct 2013 | <i>Anti-discrimination Amendment (Private Educational Authorities) Bill 2013</i> |
| Sep 2013 | <i>NSW planning reforms: building regulation and certification</i> |
| Sep 2013 | <i>Crimes Amendment (Zoe's Law) Bill 2013 (No 2)</i> |
| Sep 2013 | <i>NSW Canned Fruit and Vegetable Production: Past, Present, Future?</i> |
| Sep 2013 | <i>Corruption offences</i> |
| Aug 2013 | <i>NSW planning reforms: sustainable development</i> |

Appendix F cont.

Library Research Publications 2013-2014

| | |
|----------|--|
| Aug 2013 | <i>NSW planning reforms: infrastructure</i> |
| Aug 2013 | <i>Crimes Amendment (Zoe's Law) Bill 2013</i> |
| Aug 2013 | <i>Home Education in NSW</i> |
| Aug 2013 | <i>Unsolicited proposals</i> |
| Jul 2013 | <i>Economic Indicators NSW (July 2013)</i> |
| Jul 2013 | <i>Trends in NSW State finances: 2003-04 to 2013-14</i> |
| Jul 2013 | <i>COAG</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:

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E: education@parliament.nsw.gov.au

