



Department of Parliamentary Services: Priorities for 2010-11

Our Mission is to serve the Australian people by supporting the Parliament and caring for Parliament House

Our Business

We provide a diverse range of services to clients—Senators, Members and their staff, the chamber departments, other building occupants, the Australian community and government agencies. The breadth of work undertaken throughout the year is immense. These services may be thought of as lines of business that deliver:

- Library and research services
- Parliamentary records services
- Information and communication technology services
- Security services
- Building services and amenities
- Visitor services
- Parliamentary service support

The Department of Parliamentary Services

The Parliamentary Services exists to support the functioning of the Australian Parliament. The Department of Parliamentary Services and the chamber departments—the Department of the Senate and the Department of the House of Representatives—comprise the Parliamentary Service.

We report to the Presiding Officers of the Parliament—the President of the Senate and the Speaker of the House of Representatives—and we work in partnership with chamber departments, to support the day-to-day operation of the Parliament. We share services where appropriate.

We strive to ensure that occupants of Parliament House have safe, efficient facilities that meet the demands of a modern workplace while preserving and enhancing this important national building for all Australians.

In delivering these services we are accountable to the Presiding Officers and will be most effective when we work closely with the chamber departments.

Our Guiding Principles

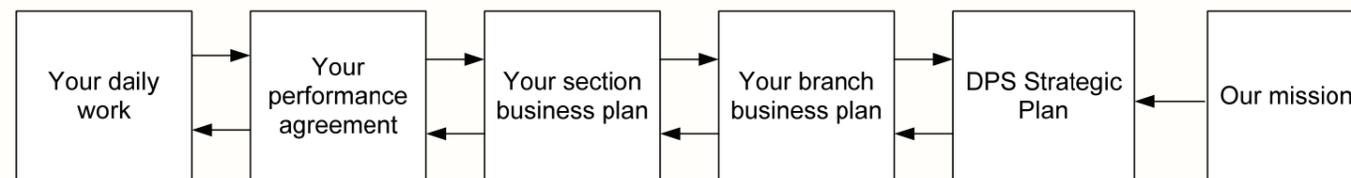
In 2007, we committed ourselves to operate in accordance with an overarching set of principles. We reaffirm that commitment.

We:

- recognise the Parliament as one of Australia's most important institutions
- take pride in our work for the Parliament, but we are not self-important
- seek to support the Parliament in leading by example to the Australian community
- provide advice to clients and customers, and recognise them as competent to make their own decision and choices
- use Commonwealth resources properly and cost-effectively, and do not forget that we are funded from taxpayers' money
- uphold the Parliamentary Service Values

We must also undertake our work in accordance with the Parliamentary Service Code of Conduct...

How we all contribute



The work you do everyday contributes to achieving the DPS mission.

Your branch delivers work aligned to the DPS strategic direction which is set by the DPS Executive and described in the DPS Strategic Plan.

You are part of a section within a branch. You have a performance agreement, and your section and branch have business plans. These are aligned to the DPS Strategic Plan.

Our People

Our people are one of our most important assets. Each staff member makes a valuable contribution to the success of DPS. The DPS People Strategy describes our seven people objectives.

- We will treat all staff with respect, and appropriately support and remunerate them
- We will have a planned approach to identifying DPS workforce issues
- We will improve leadership, corporate, business, technical and interpersonal skills across DPS
- We will have an inclusive, supportive and equitable workplace free of harassment
- We will have a safe and healthy workplace
- We will get and keep skilled employees
- We will improve the capacity of new employees to work effectively

Our Challenges

- The Australian community expects that Parliament House will lead by example...
- DPS is expected to provide high quality services to support Senators and Members
- We must provide quality visitor and educational experiences
- We must be flexible and responsive to changing security needs
- Our operational funding is limited
- Strong stakeholder expectations that we will improve the environmental performance of Parliament House
- Effective internal communication is vital
- Timely, cost effective project delivery is vital
- Our staff are dedicated and highly skilled in many areas, but there are also opportunities for improved training
- Some staff accommodation needs to improve

We have developed a new 3 year Strategic Plan to respond to these challenges.....

Our Priorities for 2010-11

- Day by day high quality service delivery
- Pre and post election support to the Parliament
- Develop DPS staff including:
 - project management and contract management training
 - customer service
 - leadership development
- Undertake reviews, of the Library and other operations
- Improve staff accommodation
- Improve access to information for the Parliament, and for the people of Australia
 - through information, communication and technology initiatives
- Improve building security
- Improve the environmental performance of Parliament House

....While implementing our 3 year Strategic plan, and operating frugally.....