

Department of Parliamentary Services Corporate Plan 2012-14

Mission	<p>We support the work of Parliament, maintain Parliament House as a symbol of Australian democracy, and make the building, and the important activity that takes place within it, accessible and engaging.</p>				
Our key results	<p>Accessible Physical and virtual access to the Parliament</p>	<p>Informed and engaged Information and communication to support the Parliament and connect with the wider community</p>	<p>Effective as a custodian Parliament's assets are cared for and respected</p>	<p>Respected Our people and the services they provide are valued</p>	<p>Forward-looking We are innovative and adaptive</p>
Signposts of our success	<ul style="list-style-type: none"> • Occupant, visitor and community satisfaction with access, supporting people with special needs • Occupants and visitors are safe • Activities to promote occupant and visitor well-being are effective • Effective infrastructure and services for virtual access • Activities to promote the Parliament are effective • Our services and information are accessible 	<ul style="list-style-type: none"> • Strong understanding of information and communication needs • Information and advice is timely, accurate, useful and valued • Enabling effective communication in the Parliament • Maximise existing and available technology 	<ul style="list-style-type: none"> • The traditional owners of this land are shown respect • Parliament House and its assets are maintained and preserved • The functional and heritage intent of the building is maintained • Parliament's information is captured, preserved and available • Assets management meets community expectations 	<ul style="list-style-type: none"> • A service provider and employer of choice • Recognised as ethical and transparent in our decision-making • High levels of satisfaction about our services • Recognised as being focused on service delivery • Sharing corporate knowledge to make informed decisions 	<ul style="list-style-type: none"> • Collaboration with other organisations in delivering services • Our workforce has the skills, flexibility and ability to create and adopt innovations • Our services remain relevant • Timely adoption of appropriate new and emerging technologies and practices • Our plans reflect emerging opportunities, challenges and risk
Our priorities	<p>We will deliver</p>				
	<ul style="list-style-type: none"> • a strong culture of customer-focus • a strong DPS brand • a sound workforce planning framework • accurate and reliable corporate information systems • a strategic approach to ICT • a comprehensive approach to heritage management • quality assurance processes for all our products and services 			<ul style="list-style-type: none"> • simple and accessible ways for customers to deal with DPS • robust customer and staff feedback mechanisms • a comprehensive approach to customer and community engagement • an holistic approach to providing a satisfying visitor experience • services that accommodate Parliamentarians' requirement to be mobile • a strategic capital works program that delivers quality outcomes • a comprehensive approach to environmental management • a maintenance program that will enhance infrastructure reliability 	
	<p>How we work as a department to achieve our results</p>				
	<p>We consult, listen and adapt to continuously improve our services</p>	<p>We respect each other and value diversity</p>	<p>We strive for excellence and are fair, ethical and accountable in all our dealings</p>	<p>We foster an environment that rewards forward-thinking and creativity</p>	<p>We share responsibility for achieving results and managing resources effectively</p>