



PARLIAMENTARY  
PROFESSIONAL SERVICES  
NETWORK

# 2023 CONFERENCE AGENDA

8 TO 10 MARCH

AUSTRALIAN PARLIAMENT HOUSE, CANBERRA



PARLIAMENT OF AUSTRALIA

DEPARTMENT OF PARLIAMENTARY SERVICES

# INTRODUCTION



## PARLIAMENTARY PROFESSIONAL SERVICES NETWORK (PPSN) 2023 CONFERENCE

WEDNESDAY 8 TO FRIDAY 10 MARCH 2023  
AUSTRALIAN PARLIAMENT HOUSE

The PPSN 2023 conference is open for staff from participating parliaments in Australia and the Pacific.

Tickets are available at [events.humanitix.com/ppsn2023conference](https://events.humanitix.com/ppsn2023conference), and the AUD\$550 includes conference dinners (Wednesday and Thursday) and daytime catering. A 'Virtual Conference' ticket is also available for folk unable to travel, offering the 11am to 3pm program via WebEx. Please note in-person conference attendees must bring photo ID as some conference events will take place in secure zones of Australian Parliament House (APH).

For further information email [DPSPPSNconference2023@aph.gov.au](mailto:DPSPPSNconference2023@aph.gov.au)

The PPSN creates opportunities for development and networking among professional and corporate services personnel in parliaments in Australia and the Pacific. The PPSN seeks to advance knowledge and collaboration among members while promoting the professional practice of parliamentary services in the region.



*Image: 'State Circle'. Design by Paige Corunna. Paige is designing visual elements for the Department of Parliamentary Services 'Innovate' Reconciliation Action Plan.*

# INTRODUCTION



## VISITING CANBERRA IN MARCH

During March, Canberra weather is at its best, with daytime temperatures of 25°C, while overnight temperatures drop to a balmy (for Canberra) 11°C. Dress code is smart casual business attire, and you will definitely want to have a jacket in the evenings for some of our planned outdoor moments or the journey back to your hotel.



## CANBERRA'S ENLIGHTEN AND BALLOON FESTIVAL

One of the highlights of the Canberra cultural calendar is the Enlighten festival, a fortnight-long evening program of illuminations on the city's major cultural buildings, including our own Australian Parliament House. We will include an opportunity to view building projections as part of the evening activity for the conference opening night dinner (Wednesday 8 March) and you may wish to continue your own exploration of the projections and street entertainment in the Parliamentary Triangle. Because Enlighten draws significant interstate tourism to Canberra, we highly recommend making your conference accommodation bookings as early as possible, both for reasons of availability and pricing.



## COVID-19 INFORMATION

The health and safety of participants and the community is important to us. We will be advising our conference participants of the COVID-19 conditions and requirements 'of the day' in the lead-up to the conference. Australian Parliament House has strict COVID-19 safe responses, with hand sanitiser and room cleanings part of our daily operation.



## SUSTAINABILITY

Sustainability is a key strategic priority for Australian Parliament House. At the conference, we are always looking at ways to make environmentally responsible choices and reduce waste. We will be publishing our program digitally and using our attendee list to email program updates and sharing calendar files to add the program to your device.

# CONFERENCE AGENDA



**TUESDAY  
7 MARCH**

## **PRE-CONFERENCE MEET-UP OPPORTUNITIES**

Outside of our formal conference program, we invite you to join us on any of the following activities to break the ice with your parliamentary colleagues, and get to know our local region a little better.

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**3:00PM TO  
5:00PM**

### **OPTIONAL TOUR: NATIONAL MUSEUM OF AUSTRALIA**

An iconic cultural institution across from us on Lake Burley Griffin, the National Museum of Australia has enjoyed a series of exhibition and facility upgrades over the past few years. We visit some of the newer installations, and some may wish to visit the traveling British Museum exhibition 'Feared and Revered: Feminine Power Through the Ages' (costs apply).

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**6:00PM**

### **NETWORKING DRINKS AND DINNER - HYATT HOTEL CANNBERRA**

With its proximity to Australian Parliament House, much business that concludes in 'The House' is work-shopped over drinks at the iconic Hyatt Hotel's various watering holes. Join the Department of Parliamentary Services team for drinks or dinner (not included in your conference ticket).

**Meet at Fireplace Bar, Hyatt Hotel for pre-dinner drinks 6pm to 7pm.  
Dinner a la carte at Promenade Cafe Hyatt Hotel Canberra**



*Image: Enlighten festival uses the Parliament House facade as one of its illumination canvases*

# CONFERENCE AGENDA



## WEDNESDAY 8 MARCH

8:30AM

### ARRIVALS

#### Parliament House Entrance

Main front entrance open for conference attendees. Have photo ID ready to present to the Concierge Desk in the Marble Foyer then proceed to Theatre Foyer for conference registration.

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9:00AM

### OPTIONAL TOUR: FINDING YOUR WAY AROUND AUSTRALIAN PARLIAMENT HOUSE

#### Theatre

Designed for PPSN conference delegates who are first-time visitors to our building, this quick walking tour orientates you around our large spaces, points out where to grab the best coffee or a quick ray of sunshine, to find a quiet nook to take a phone call, and points out our range of building services to make your stay with us easier. Concludes at the theatre in time to grab a coffee and find your seat.

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9:00AM

### STAFF GROUPS MEET-UP: FIRST NATIONS STAFF GROUPS

#### Queen's Terrace Cafe

The Parliamentary Service Indigenous Employee Network (PSIEN) welcomes visiting Maori, Indigenous, Torres Strait Islander and other First Nations staff visiting from our sister parliaments with breakfast and yarnning circle.

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## CONFERENCE PROGRAM RUNS 10:15AM TO 4:30PM (AEST) IN THE THEATRE

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10:15AM

### WELCOME AND HOUSEKEEPING FOR ONLINE PARTICIPANTS

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10:20AM

### WELCOME TO COUNTRY

Paul Girrawah House, Ngambri Elder

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10:30AM

### WELCOME AND SCENE-SETTING

Rob Stefanic, Secretary, Department of Parliamentary Services, Parliament of Australia

# CONFERENCE AGENDA



## WEDNESDAY 8 MARCH

10:45AM

### REALISING THE OPPORTUNITY FOR CHANGE

Meg Brighton, Head of Service, Parliamentary Workplace Support Service,  
Parliament of Australia

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11:15AM

### WORKING TO SET THE STANDARD

Rob Stefanic, Secretary, Department of Parliamentary Services, Parliament  
of Australia  
Tegan Johnson, Secretariat, Parliamentary Leadership Taskforce,  
Parliament of Australia  
Meg Brighton, Head of Service, Parliamentary Workplace Support Service,  
Parliament of Australia

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12:00PM

### WORKFORCE 2025 - CHALLENGES OF ENABLING AND LEADING A MODERN WORKPLACE IN AN HISTORICAL INSTITUTION

Trish Burrows, Secretary, Department of Parliamentary Services,  
Parliament of Victoria

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12:30PM

### LUNCH BREAK

Online lunchtime program: **Open House** - documentary on the building of  
Australian Parliament House (Film Australia, 1988, 52 mins)

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1:30PM

### SHOP LOCAL, THINK DEMOCRACY: A NEW BUSINESS STRATEGY FOR THE PARLIAMENT SHOP

Dr Rachael Coghlan, Assistant Secretary, Parliamentary Engagement  
Branch, Department of Parliamentary Services, Parliament of Australia  
Tina Brandt, Director E-Commerce and Product Development  
Department of Parliamentary Services, Parliament of Australia

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2:00PM

### A VISITOR EXPERIENCE APPROACH TO ENHANCING PUBLIC UNDERSTANDING OF PARLIAMENT

Sasha Greig, Manager Visitor Services, Parliamentary Service, New Zealand  
Parliament

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# CONFERENCE AGENDA



## WEDNESDAY 8 MARCH

- 2:20PM**                    **AFTER SORRY: 25 YEARS SINCE THE NSW APOLOGY TO THE STOLEN GENERATIONS**  
Steven Collins, Aboriginal Liaison Officer, Department of Parliamentary Services, Parliament of New South Wales
- 
- 2:40PM**                    **THE DEVELOPMENT OF HE AO TAKITAKI; BRINGING A MĀORI WORLD VIEW TO PARLIAMENT**  
Melissa White, Relationship Manager, Parliamentary Service, New Zealand Parliament
- 
- 3:00PM**                    **AFTERNOON TEA SERVICE IN THEATRE FOYER**
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- 3:30PM**                    **‘HYPOTHETICAL’: ACHIEVING GREAT PARLIAMENTARY PROCUREMENT OUTCOMES AND MITIGATING RISK**  
(Chaired by) Jeff Gallimore, Digital Transformation Branch, Department of Parliamentary Services, Parliament of New South Wales
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- 4:15PM**                    **FORMAL PROGRAM CONCLUDES**  
Hot desking available in Theatre to 5.30pm. DPS staff will escort guests from the Theatre to Mural Hall. For guests wishing to go back to hotels to freshen up and/or change for dinner, note the APH Main front entrance will be open to 6pm and ushers will be waiting in Marble Foyer to escort guests to Mural Hall, Lv 2, APH.
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- 5:00PM**                    **CONFERENCE PRE-DINNER DRINKS AND NETWORKING**  
Mural Hall
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- 6:00PM**                    **CONFERENCE DINNER**  
Mural Hall
- 
- 7:45PM**                    **AFTER-DINNER VISIT TO 2023 ENLIGHTEN PROJECTIONS**  
Conference organisers will assist with transport.

# CONFERENCE AGENDA



## THURSDAY 9 MARCH

8:30AM

### ARRIVALS

#### Parliament House Entrance

Main Front entrance open for conference attendees. Have photo ID ready to present to the Concierge Desk in Marble Foyer then proceed to Theatre Foyer for conference registration.

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9:00AM

### 'BACKLOT' TOURS: ART COLLECTION | LANDSCAPING | CATERING BROADCASTING | CYBERSECURITY | BUILDING MAINTENANCE

#### Meet at Theatre

Delivered in a 'Round Robin' format, we take you behind the scenes, with department heads discussing the work their teams do to show Parliament House at its best. (90 mins)

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9:00AM

### STAFF GROUPS MEET-UP: LGBTQIA+ STAFF GROUPS

#### Queen's Terrace Cafe

The Department of Parliamentary Services LGBTQIA+ Staff Network visiting friends and allies from our sister parliaments. After coffee and a chat, we will help get you to the in-progress 'Backlot' Tour.

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10:30AM

### MORNING TEA SERVICE IN THEATRE FOYER

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CONFERENCE PROGRAM RUNS 11:00AM TO 4:30PM (AEST) IN THE THEATRE

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11:00AM

### WELCOME TO OUR ONLINE GUESTS

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11:05PM

### PARLIAMENT 2030: A DECADE OF SMART TECHNOLOGY AND HOW TO MAKE IT HAPPEN

Matt Smith, Deputy Secretary and Chief Information Officer, Department of Parliamentary Services, Parliament of Victoria

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11:35AM

### COMPARING NOTES ON BEST PRACTICE IN HANSARD REPORTER TRAINING AND DEVELOPMENT

Hansards of the Australian, New South Wales and Victorian parliaments

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12:30PM

### LUNCH BREAK

Online lunchtime program: Selection of documentary short subjects on the Historic Memorials Collection



# CONFERENCE AGENDA



## THURSDAY 9 MARCH

1:30PM

### **ELECTIONS: A CHANGE WE CAN PLAN FOR**

Caley Otter, 2022 Election Coordinator, Department of Parliamentary Services, Parliament of Victoria

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2:00PM

### **DIGITAL TOOLS FOR CONSTITUENT ENGAGEMENT BY PARLIAMENTARIANS – PROMISES AND PITFALLS**

Tessa Satherley, Senior Researcher Economic Policy, Parliamentary Library, Department of Parliamentary Services, Parliament of Australia

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2:30PM

### **PARLIAMENTARY HANDBOOK ONLINE**

Anthony Lewis, Director Library Systems, Projects and Innovation, Parliamentary Library, Department of Parliamentary Services, Parliament of Australia

Andrew Banfield, Director Politics and Public Administration, Parliamentary Library, Department of Parliamentary Services, Parliament of Australia

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3:00PM

### **AFTERNOON TEA SERVICE**

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3:30PM

### **VALUES BASED LEADERSHIP**

Rob Hunter, Executive Manager, Parliamentary Services, Parliament of Western Australia

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4:20PM

### **THE CYBER SECURITY CHALLENGE**

Toby Amadio, Chief Information Security Officer, Department of Parliamentary Services, Parliament of Australia

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4:45PM

### **FORMAL PROGRAM CONCLUDES**

Hot desking available in Theatre to 5.30pm. Conference organisers will assist with transport to hotels.

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6:30PM

### **OPTIONAL EVENING EVENT – ENLIGHTEN MEET-UP**

Group excursion down the hill to the evening festivities of Canberra's illumination festival, Enlighten. Highlights include the Carlsberg Beer Garden and Canberra Times Night Noodle Markets. Departs from Parliament House Forecourt.

# CONFERENCE AGENDA



## FRIDAY 10 MARCH

8:30AM

### ARRIVALS

#### Parliament House Entrance

Main Front entrance open for conference attendees. Have photo ID ready to present to the Concierge Desk in Marble Foyer then proceed to Theatre Foyer for conference registration. Cloaking will be available for delegates with luggage for afternoon flights.

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9:00AM

### TOUR: HOUSE OF REPRESENTATIVES AND SENATE CHAMBER

#### Meet at Theatre

The Serjeant-At-Arms and Usher of the Black Rod will meet our delegation for an inspection of the chamber floors and a discussion about their roles. AusPic will join our tour to take an official conference photo. (60 mins)

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10:00AM

### STAFF GROUPS MEET-UP: DISABILITY AND CARER'S STAFF GROUPS

#### Queen's Terrace Cafe

The Parliamentary Service Disability and Carer's Employee Network welcomes visiting colleagues from our sister parliaments with breakfast and a chat.

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10:00AM

### MORNING TEA SERVICE IN THEATRE FOYER

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**CONFERENCE PROGRAM RUNS 11:00AM TO 2:40PM (AEST) IN THE THEATRE**

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11:00AM

### WELCOME TO OUR ONLINE GUESTS

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11:05PM

### PARLIAMENT HOUSE: THE NEXT TOURISM CHAPTER

Rob Stefanic, Secretary, Department of Parliamentary Services, Parliament of Australia

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11:30AM

### CRITICAL MAINTENANCE WORKS PROGRAM 2022-2024

Robert Nielsen, Director Capital Works Strategy and Delivery, Department of Parliamentary Services, Parliament of New South Wales

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11:55PM

### NEW ZEALAND PARLIAMENTARY SERVICE RESPONSE TO 2022 OCCUPATION OF PARLIAMENT

Matthew Sclater, Chief Security Officer, Parliamentary Service, New Zealand Parliament

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12:15PM

### ADDITIONAL CAPITAL WORKS UPDATES

# CONFERENCE AGENDA



## FRIDAY 10 MARCH

12:30PM

### LUNCH SERVICE ON QUEEN'S TERRACE

Online lunchtime program: Selection of documentary short subjects on the Parliament House Art Collection House

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1:15PM

### USING INTERNAL AUDITS AS STRATEGIC TOOLS FOR CHANGE

Adam Lane, Chief Financial Officer, Department of Parliamentary Services, Parliament of Victoria

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1:35PM

### SERVICE NOW IN THE NZ PARLIAMENT

William de Vos, Deputy Chief Executive, Parliamentary Service, New Zealand Parliament

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2:00PM

### BUILDING STAFF NETWORKS FOR RESILIENT WORKPLACES

Crystal Tunngley, Assistant Secretary, Corporate Operations Branch, Department of Parliamentary Services, Parliament of Australia  
Jeremy Mann, Assistant Director, Diversity and Indigenous, Corporate Operations Branch, Department of Parliamentary Services, Parliament of Australia

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2:20PM

### KEEPING A HEALTHY WORKPLACE AT PARLIAMENT

Rafael Gonzalez-Montero, Chief Executive, Parliamentary Service, New Zealand Parliament

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2:40PM

### CONFERENCE WRAP-UP AND FAREWELL

Rob Stefanic, Secretary, Department of Parliamentary Services, Parliament of Australia

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3:00PM

### FORMAL PROGRAM CONCLUDES

Hot desking available in Theatre to 3:30pm. Conference organisers will assist with taxis and shuttles to hotels and airport.

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## SATURDAY 11 MARCH

### OPTIONAL TOUR: TIDBINBILLA NATURE RESERVE AND TIDBINBILLA TRACKING STATION

Those staying in Canberra for additional days are invited to join us on a visit to Canberra's National Park jewel to experience our unique Australian wildlife and hear from the park's Indigenous Rangers. While in the Tidbinbilla ranges, we pay a visit to the NASA/CSIRO Tracking Station that plays an integral part in NASA's space program.

(9:30am hotel departure. Return to hotels after 2:00pm)

# ABSTRACTS



## WEDNESDAY 8 MARCH

### REALISING THE OPPORTUNITY FOR CHANGE (10:45AM)

*Meg Brighton, Head of Service, Parliamentary Workplace Support Service, Parliament of Australia*

Independent of Executive Government, client-centred, trauma-informed and entirely confidential, the Parliamentary Workplace Support Service (PWSS) has become a key fixture in Australia's parliamentary ecosystem. Established in response to the Review of the Parliamentary Workplace: Responding to Serious Incidents, and endorsed and expanded in scope following the release of *Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces*, the PWSS plays an integral role in strengthening the work and culture within Australia's Commonwealth parliamentary workplaces. In a rare public address, Ms Meg Brighton—Head of the PWSS—will elaborate on some of the key challenges faced within political contexts; reflect on the nature of trust and the unique role it plays in inherently contestable environments; call out the opportunities for enduring culture change in Parliaments the world over; and step through the evolution of the PWSS from a service that reacted to serious incidents with trauma-informed care, into a client-centred service striving for enduring solutions to these incidents, and other matters faced by workforces all over the world, across all major industries.



*Image: Screencraft*

# ABSTRACTS



## WEDNESDAY 8 MARCH

### WORKING TO SET THE STANDARD (11:15AM)

*Rob Stefanic, Department of Parliamentary Services, Parliament of Australia*

*Tegan Johnson, Secretariat, Parliamentary Leadership Taskforce, Parliament of Australia*

*Meg Brighton, Head of Service, Parliamentary Workplace Support Service, Parliament of Australia*

Parliamentary workplaces should be places of excellence: where we model and champion expected standards of behaviour, and these are enforced. Our workplaces should be where respectful behaviour is rewarded, and where everyone feels safe and welcome to contribute, no matter their gender, race, sexual orientation, disability status or age. The Australian Sex Discrimination Commissioner's Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces ('Set the Standard Report') outlined how this hasn't always proven the case for many people working in them. Secretariat of the Parliamentary Leadership Taskforce overseeing implementation of the reforms will outline how the Parliamentary Service departments have come together with parliamentarians and relevant Australian Government departments to help make Commonwealth parliamentary workplaces safer and more respectful for all. Tegan will then join Rob Stefanic and Meg Brighton, in discussion about the reforms arising from the Set the Standard Report, and lessons learned to date.

### WORKFORCE 2025 - CHALLENGES OF ENABLING AND LEADING A MODERN WORKPLACE IN AN HISTORICAL INSTITUTION (12:00PM)

*Trish Burrows, Secretary, Department of Parliamentary Services, Parliament of Victoria*

### SHOP LOCAL, THINK DEMOCRACY: A NEW BUSINESS STRATEGY FOR THE PARLIAMENT SHOP (1:30PM)

*Dr Rachael Coghlan, Assistant Secretary, Parliamentary Engagement Branch, Department of Parliamentary Services, Parliament of Australia*

*Tina Brandt, Director E-Commerce and Product Development, Parliamentary Engagement Branch, Department of Parliamentary Services, Parliament of Australia*

We explore the rewards and challenges of pursuing a new business strategy for the Parliament Shop which prioritises Australian-made products to support local manufacturing, resilience, sustainability and covid-recovery. The commitment to pursue local products is central to a strategy which aims to establish a destination shop (onsite and online) to enhance Parliament's status as an iconic building and location of national significance. We argue that although Australian-made products are harder to source and, on occasion, more expensive, our commitment to local products will ultimately support a bigger goal: to build confidence in, and appreciation for, Australia's parliament and democracy. We discuss the implementation of the strategy and analysis of performance and sales, revealing the process to discover new suppliers, forge new collaborations and tips and tricks to build success and support communities.

# ABSTRACTS



## WEDNESDAY 8 MARCH

### **A VISITOR EXPERIENCE APPROACH TO ENHANCING PUBLIC UNDERSTANDING OF PARLIAMENT (2:00PM)**

*Sasha Greig, Manager Visitor Services, Parliamentary Service, New Zealand Parliament*

We outline the change mindset approach New Zealand Parliament has taken towards visitor services over the last 18 months, in order to deepen public understanding and engagement with Parliament. We cover how rethinking the team structure, retail, and tour offering have set New Zealand Parliament on the pathway to better engaging staff and the public with the work of Parliament, and what the next stages of that journey might look like, with practical recommendations for enhancing visitor experiences.



*Image: Pew Pew Studio*

### **AFTER SORRY – 25 YEARS SINCE THE NSW APOLOGY TO THE STOLEN GENERATIONS (2:20PM)**

*Steven Collins, Aboriginal Liaison Officer, Department of Parliamentary Services, Parliament of New South Wales*

On 7 June 2022, an event was held to mark 25 years on from the NSW apology to the Stolen Generations. It was a day for Survivors and their families to gather and yarn, and for survivor representatives to share their heartbreaking stories with the Premier and Leader of the Opposition then marked the 25th anniversary by reaffirming their commitment to the Apology and ongoing reconciliation. In 1997, the NSW Government under Premier Bob Carr, supported by then-Leader of the Opposition Peter Collins, made an unreserved apology to the Aboriginal people of NSW for the policies and practices that led to the removal of generations of Aboriginal children from their families. submitted by: Jeannie Douglass – Senior Manager, Education and Engagement, DPS (Parliament of NSW).

# ABSTRACTS



## WEDNESDAY 8 MARCH

### THE DEVELOPMENT OF HE AO TAKITAKI; BRINGING A MĀORI WORLD VIEW TO PARLIAMENT (2:40PM)

*Melissa White – Relationship Manager, Parliamentary Service NZ*

The primary aspiration for the Office of the Clerk and the Parliamentary Service together, was to become a workplace where our people felt confident and comfortable engaging with te reo Māori, tikanga Māori, and have a good understanding of te Tiriti o Waitangi. He Ao Takitaki has three workstreams – Our People, Our Places and Our Relationships which support all our staff wherever they're located around Aotearoa and provide the ability to participate in a level that they feel comfortable. submitted by: Andie Lindsay – EA to Clerk of the House and Chief Executive (Parliamentary Service NZ).

### ACHIEVING GREAT PARLIAMENTARY PROCUREMENT OUTCOMES AND MITIGATING RISK (3:30PM)

*Jeff Gallimore – Senior Contracts Manager, Digital Transformation Branch, Department of Parliamentary Services, Parliament of NSW + panel to be identified*

This session unpacks a procurement case study with a panel of experienced parliamentary procurement personnel from the PPSN parliaments. The scenario explores a major IT project for a Parliament and will work through challenges that will be familiar to many, including the labour shortage, engaging external companies and sub-contractors. The session will be interactive between panel members and the audience as Jeff leads discussion/questions and answers along the entertaining and informative pathway of this 'hypothetical' parliamentary procurement scenario.



*Image: 'Reconciliation at a Meeting Place'  
Design by Paige Corunna.*

# ABSTRACTS



## THURSDAY 9 MARCH

### **PARLIAMENT 2030 – A DECADE OF SMART TECHNOLOGY AND HOW TO MAKE IT HAPPEN (11:05AM)**

*Matt Smith, Deputy Secretary and Chief Information Officer, Department of Parliamentary Services, Parliament of Victoria*

By the mid-2020s, the majority of parliamentarians will have never seen a paper phonebook and will have grown up with Google, digital research tools and iPads – how will we meet this technology expectation?

### **COMPARING NOTES ON BEST PRACTICE IN HANSARD REPORTER TRAINING AND DEVELOPMENT (11:35AM)**

*Hansards of the Australian, NSW and Victorian Parliaments*

Recently staff from the Hansard units at the Commonwealth, New South Wales and Victorian parliaments came together to compare notes on reporter training and development. While each Hansard unit is distinct in its management and operations, the workshops focused on what we have in common and how we can each build on our training and development practices. We all came away with ideas about how we can improve what we are doing currently, and we have strengthened the already excellent relationships between our organisations. Our presentation would outline the conception, planning and format of the workshops and the learnings taken from them. It would be a fantastic way to demonstrate what the PPSN hopes to achieve and may inspire other parliamentary branches to reach out and collaborate with their counterparts.

### **ELECTIONS: A CHANGE WE CAN PLAN FOR (1:30PM)**

*Caley Otter, 2022 Election Coordinator, Department of Parliamentary Services, Parliament of Victoria*

One thing that all of our jurisdictions have in common is elections. So how do we better prepare for the transition from one parliament to the next? Using the 2022 Victorian State Election as a case study, this presentation will provide an insight into how we prepared for it, draw upon lessons learned and offer ideas to improve the process in future.



# ABSTRACTS



## THURSDAY 9 MARCH

### **DIGITAL TOOLS FOR CONSTITUENT ENGAGEMENT BY PARLIAMENTARIANS – PROMISES AND PITFALLS (2:00PM)**

*Tessa Satherley, Senior Researcher Economic Policy, Parliamentary Library, Department of Parliamentary Services, Parliament of Australia*

Civtech describes an emerging class of digital technologies and platforms that promise to better connect citizens with their representatives, provide new opportunities for direct participation in deliberative democracy and allow elected parliamentarians to ‘crowdsource’ policy from their constituents. There is a growing list of global examples: - The We The People e-petitions platform was used by the Obama White House to crowd-source policy ideas; The PopVox platform in the U.S. connects time-poor congressional advisors directly to verified constituents; #legranddebat in France used social media and natural language processing AI to collect and synthesise views on hot political topics over 2 months to inform national policy. The presentation discusses civtech’s promises and pitfalls for democratic parliaments.

### **PARLIAMENTARY HANDBOOK ONLINE (2:30PM)**

*Anthony Lewis, Director Library Systems, Projects and Innovation, Parliamentary Library  
Department of Parliamentary Services, Parliament of Australia  
Andrew Banfield, Director Politics and Public Administration, Parliamentary Library  
Department of Parliamentary Services, Parliament of Australia*

### **VALUES BASED LEADERSHIP (3:30PM)**

*Rob Hunter, Executive Manager, Parliamentary Services, Parliament of Western Australia*

If I asked you to write down the characteristics of an ideal organisational leader what would you write? Open, trustworthy, fair, decisive, empathetic...is that how you would describe yourself or is that your aspiration? Why is it so easy to describe the leader we want but so hard to find one? Being a good leader takes effort and relies on an investment in people. This presentation may challenge the way you approach relationships at work. What are the chances? You have the most difficult relationship in the world to manage because the other person is an egotistical narcissist and the relationship can’t be fixed. This may be true but who is in control? This session is about you not them. If you are prepared to hold a mirror to yourself and be authentic you will get something from the session. It will dabble with “reading the room” and applying strategies that build trust and positive relationships. Know your balance and know your morality. “Influence is for good, manipulation is for evil”

### **THE CYBER SECURITY CHALLENGE (4:20PM)**

*Toby Amadio, Chief Information Security Officer, Department of Parliamentary Services,  
Parliament of Australia*

The cyber challenges of evolving threats, balancing security and service delivery all while competing in a tight market to attract and retain resources. This talk will talk to these challenges and more, while providing practical steps to address them.

# ABSTRACTS



## FRIDAY 10 MARCH

### **PARLIAMENT HOUSE: THE NEXT CHAPTER (11:05AM)**

*Rob Stefanic, Secretary, Department of Parliamentary Services, Parliament of Australia*

Parliament House is one of Canberra's iconic destinations, a must-see attraction, and one of the few parliaments in the world open to the public but we needed to do more to service tourists and the tourism sector. This paper shows how the Department of Parliamentary Services drew on new research about tourism audiences and the changing industry context (undertaken by the University of Canberra) to reshape external engagement, increase revenue, and build a reputation for quality experiences and services. The research was undertaken from late 2021 to early 2022 and included varying COVID-19 health regulations and the initial wave of Omicron infections. This context has produced new findings about booking patterns, service expectations, communication preferences and travel behaviour, and is helping us to re-imagine the role of Parliament House in the tourism sector.

### **CRITICAL MAINTENANCE WORKS PROGRAM 2022-2024 (11:30AM)**

*Robert Nielsen, Director Capital Works Strategy and Delivery, Department of Parliamentary Services, Parliament of New South Wales*

A two-year investment into Parliament House NSW will address the ongoing deterioration of the heritage buildings and tower block, focussing on urgent safety and compliance as well as restoration and conservation of the Parliamentary Precinct, and forms part of a much broader vision to develop a futuristic and revolutionary hub that incorporates the links of the entire Macquarie Street East precinct. The upcoming 2023 NSW election provides a once-in-four-year opportunity to complete the bulk of the work encompassing six defined work zones during the extended Parliamentary break.

### **NEW ZEALAND PARLIAMENTARY SERVICE RESPONSE TO 2022 OCCUPATION OF PARLIAMENT (11:55AM)**

*Matthew Sclater, Chief Security Officer, Parliamentary Service, New Zealand Parliament*

Innovation driven by disruption caused by the sudden occupation of parliament grounds in February/March 2022. The images and presentation tell a story of how security had transformed immediately prior to the occupation, and how parliamentary service responded to, and supported a police-led coordinated response. The chronological escalation of response, and identification and mitigation of vulnerabilities will be shown, as well as the response needed to resolve the occupation, including lessons learned, and the changes resulting.

### **USING INTERNAL AUDITS AS STRATEGIC TOOLS FOR CHANGE (1:15PM)**

*Adam Lane, Chief Financial Officer, Department of Parliamentary Services, Parliament of Victoria*

Internal Audit is quite often seen as being a compliance burden. How does an organisation structure its internal audit function to meet its compliance and risk objectives but also generate improvements that drive change in making an organisation more successful?

# ABSTRACTS



## FRIDAY 10 MARCH

### **SERVICE NOW IN THE NZ PARLIAMENT (1:35PM)**

*William de Vos, Deputy Chief Executive, Parliamentary Service, New Zealand Parliament*

*Jonathan Southee, Chief Information Officer, Parliamentary Service, New Zealand Parliament*

Our vision is the best people supporting the best Parliament in the world. To achieve our vision we knew we were going to need some world class systems to support our people and also engage with our customers. To achieve this, over the last couple of years we have been investing in the ServiceNow platform. It is an enterprise business system that automates workflows, allows our customers to self-service requests, and helps create better outcomes for our Parliament. So far we have added a number of our teams including IT and HR. This creates a single user experience for the customer no matter which team they are engaging with.

### **BUILDING STAFF NETWORKS FOR RESILIENT WORKPLACES (2:00PM)**

*Crystal Tunngley, Assistant Secretary, Corporate Operations Branch, Department of Parliamentary Services, Parliament of Australia*

*Jeremy Mann, Assistant Director, Diversity and Indigenous Corporate Services, Department of Parliamentary Services, Parliament of Australia*

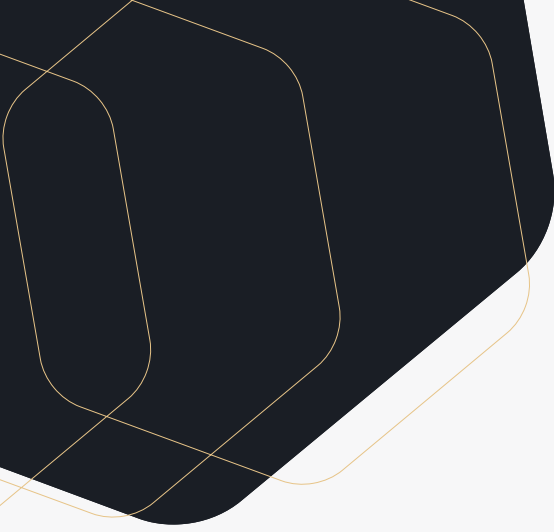
Organisations that bounced back well from the COVID-19 imposed periods of staff isolation were often workplaces that had robust and supportive staff networks. We discuss ways to foster an environment where staff networks can thrive, building staff resilience and capability while fostering inclusion and diversity.

### **KEEPING A HEALTHY WORKPLACE AT PARLIAMENT (2:20PM)**

*Rafael Gonzalez-Montero, Chief Executive, Parliamentary Service, New Zealand Parliament*

It has now been nearly four years since the final report of the Independent External Review into Bullying and Harassment in the New Zealand Parliamentary Workplace was presented.

This presentation provides an overview of what has happened during this period, what have been the lessons learnt, but more importantly we will endeavour to provide you with a recipe to improve workplace culture in your Parliament.



# 2023 CONFERENCE

8 TO 10 MARCH

AUSTRALIAN PARLIAMENT HOUSE, CANBERRA



PARLIAMENT OF AUSTRALIA

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DEPARTMENT OF PARLIAMENTARY SERVICES