PPSN Stream Workshops 2024

Parliamentary Engagement and Visitor Experience

Monday

Theme: Influences on engagement and visitor experiences: Parliaments cannot simply "be".

Time	Topic	Format
10am	Connecting to the public and being relevant – what is our role?	Workshop
11am	Presentation from a jurisdiction on connecting to the public and staying relevant (detail TBC)	Presentation
11:15am	What is not in our role and why? Let's talk boundaries!	Workshop
12:15pm	Presentation from a jurisdiction (detail TBC)	Presentation

Tuesday

Theme: Limitations and opportunities: Where to from here?

Time	Topic	Format
10am	Limitations and challenges in delivering engagement and experiences	Workshop
11:15am	Examples and initiatives – an open forum for jurisdictions to share solutions and opportunities for connecting with the public	Discussion

Library and Research Services

Monday

Theme: Quicker! Smarter! Better! Ensuring Library & Information Services focus on our customers in 2024

Time	Topic	Format
10am	AI – current and future implications for library and information work	Workshop
11am	Research services – how peer review and QA are helping us up our game	Workshop
12pm	Collection management – doing things differently to keep up with the times	Workshop

Tuesday

Theme: Growing from knowing: How we gather insights about our Library and Information customers and how we use those insights to improve services

Time	Topic	Format
10am	Insight – How we're using technology to gather and present customer data	Workshop
11am	Implications – How we're changing services in response to user data	Workshop
12pm	Lessons from the outside – What we're learning about customer behaviour from research and other sectors	Workshop

IST and Digital

Monday

Theme: Parliament and the public in an online world

Time	Topic	Format
10am	Parliament and the public in an online world (streaming video, online submissions, remote committees and more)	Panel discussion
10:45am	Cyber security basics done well	Presentation
11:30am	Emerging technologies and the future of democracy roundtable	Discussion

Tuesday

Theme: Hot topics in IST and Digital

Time	Topic	Format
10am	AI presentation (detail TBC)	Presentation
11am	Managing the costs of digital work (detail TBC)	Presentation

HR and Support Staff Services

Monday

Theme: Staff induction and support

Time	Topic	Format
10am	Our Day Zero Induction programme for Member support staff. This is a recently redeveloped induction programme for member support staff to support their induction to Parliament and enable them to become connected with Parliamentary Service, Office of the Clerk, the wider Parliament context and to enable them to become more impactful in their roles quicker.	Presentation with Q&A
11am	Network sharing of ideas and opportunities	Discussion

Theme: Designing services to better support Members

Time	Topic	Format
10am	Supporting our members – How Parliamentary Service provides support to members through our newly reformed Member & Support Staff Experience team and Human Resources team. The Member & Support Staff Experience and HR teams are newly re-formed, and we'd love to share and discuss our "why" in redesigning our services and the journey and lessons we've learned along the way.	Presentation with Q&A
11am	Approaches from other jurisdictions	Discussion

Finance

Monday

Theme: What does customer service mean for Finance and using technology as an enabler.

Time	Topic	Format
10am	What does "customer service" mean for Finance and Corporate functions? *How do we understand the experience our customers want and need? (Including how we can educate customers on what we do)*	Workshop/Discussion
10.45am	Technology as an enabler/innovator - streamline service, automation, removing complexity. *(Include updates from those agencies that have or are investing in FMIS - any lessons we can learn, anything others can leverage. Challenges agencies are facing)*	Workshop/Discussion
11.45am	AI – current and future implications for Finance	Workshop/Discussion

Tuesday

Theme: People and Skills: Setting up for success.

Time	Topic	Format
10am	What skills will finance need in the future, transferrable skills and upskill them (soft and technical skills)	Workshop/Discussion
10:45am	Enabling staff – onboarding staff with financial responsibilities and setting them up for success	Workshop/Discussion
11:30am	General Discussion – learn from peers	Discussion

Catering

Monday

Theme: How can Catering Service assist in delivering a level of Community engagement for the Parliament?

Time	Topic	Format
10am	We are more than just caterers! How do we get this message across to both external clients but also our internal colleagues?	Discussion/Workshop
10:30am	Are Parliamentary Friends group events an effective way to support the community or could the facilitating of these events be seen as a level of pork barrelling and how could this be controlled?	Discussion/Workshop
11:15am	We all have gift shops; do they drive community engagement and how could that be improved. Do online platforms deliver?	Discussion/Workshop

Tuesday

Theme:

Time	Topic	Format
10am	How to market our catering brand to attract more business in what is at times risk averse.	Presentation
10:30am	Are there other areas within Parliament that could assist in driving more business our way? I.e. collaboration to increase customer engagement and recognition	Workshop/Discussion
11:15am	Given recent independent reviews, i.e. Broderick review in NSW Parliament (culture, alcohol) how are these impacting the way we work in catering. E.g. the supply and sale of alcohol. How does this impact our brand?	Presentation/Discussion

Hansard

Monday

Theme: Hansard and its purpose

Time	Topic	Format
10am	Hansard, its purpose, and its customers	Presentation
10:45am	The challenges facing Hansard now and in the future	Workshop

Tuesday

Theme: Challenges facing Hansard

Time	Topic	Format
10am	Pulse check on challenges facing our Hansards	Discussion
10:30am	Discussion of key challenges across our jurisdictions and how we are responding to them	Discussion

Security

Monday

Theme: Reports and case studies from across the jurisdictions

Time	Topic	Format
10am	APH - Managing Official and Guest of Government Visits *APH has seen a significant uplift in the number of visits since the change in government in early 2023. This discussion exploring a new team established to facilitate managing Official and Guest of Government Visits to APH.*	Presentation
	TBC	
	APH – Capability uplift (X-Rays/WTMD/CCTV Network) *Discussion on the recent Security Capability Uplift currently underway. Recently APH has replaced X-Ray Machines, are currently in the process of replacing WTMDs, proposing some be replaced with body scanners (airport style) and talk through the challenges in the Parliament approving the expansion to the CCTV network.*	Presentation
	TBC	

Tuesday

Theme: Security culture in Parliaments

Time	Topic	Format
10am	TBC	
10:40am	Security Culture	Discussion
11:20am	Outline session reporting back to wider conference	Discussion

Facilities and Buildings

Monday

Theme:

Time	Topic	Format
10am	Public access and accessibility – comparing how each parliament manages these projects/considerations	Discussion
10:30am	Expansion of precincts and adaption of heritage buildings	Discussion
11am	Funding strategies – how are different parliaments seeking funding	Discussion

Theme:

Time	Topic	Format
10:30am	Electorate offices – how are electorate offices standardised?	Discussion
11am	Committee room upgrades	Discussion
11:30am	How chambers are run in different jurisdictions	Discussion