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| **SUNDAY 14 APRIL** | | |
| 4pm | Pre-conference registration and drinks | Executive Foyer  Pickwicks |
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| **MONDAY 15 APRIL** | | |
| From 8.30am | Registration and tea and coffee | Grand Hall |
| 9.00am | Mihi Whakatau and welcome followed by morning tea | Grand Hall |
| 10.00am | **Individual sub network group sessions:**   * Hansard – *Ian Law NZ* * Security – *Leanne Tunningley, DPS APH* * Member & Support Staff Experience / HR team - *Dwayne Waterman / Elene Panton, NZ* * Engagement / Visitor Experience – *Sasha Grieg / Caroline Wallis, NZ* * IST / Digital stream – *Derek Robson NZ* * Finance – *Jade Goddard, NZ* * Property / Facilities – *Ross Cameron, NSW* * Library / Research services – *Jill Taylor, NZ* * Catering / Functions – *Lee Kwiez, NSW* | Select committee rooms  Facilitation of these sub network groups will be by the people italicised next to the network, and each group has their own agenda, which will be available shortly on the PPSN website.  These sessions will also be zoom accessible so you can feel free to join the sessions and a link will be set up closer to the conference date. *(Please let us know prior if you are intending to join the zoom so we can make sure we have you online).* |
| 12.30pm | Lunch | Grand Hall |
| 1pm | Tour of Parliament (optional) | Leaving from black and white tiles |
| 1.30pm | ***Plenary Session***  **Collaboration** between New South Wales Parliament’s Catering and Communications, Engagement and Education branches.   * *Lee Kwiez, Senior Manager, Catering, NSW* * *Ella Williams, Manager, Digital Engagement, NSW* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 2.00pm | ***Plenary Session***  **Connecting and engaging with clients so they get the most out of our Parliamentary services**  The session will focus on the strategies we have employed to engage and maintain relationships with clients. It would also highlight the internal training and mechanisms we have developed to ensure our Parliamentary clients get the most of the Library and the other Parliamentary services available to them.   * *Joseph Ayoub, Director, Client Relations and Publishing, (DPS, APH)* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 2.30pm | ***Plenary Session***  **Election 23 – connecting all the pieces**  E23 – delivering a seamless transition between Parliaments and an awesome customer experience for our members, our partners, and our people.   * *Nicole Cottrell, Manager Election 23, NZ* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 3pm | Afternoon tea | Grand Hall |
| 3.30pm | ***Plenary Session***  **Face to face: a new tour strategy for public engagement**  Now two years on, this presentation outlines lessons learned from the new tour strategy and share successes to date which include an increase of 374% in tour attendance and 265% in revenue (22/23 year). The strategy improved overall visitor satisfaction from 90 to 95% and ensured that 63% of tours were free to all visitors.  It reveals the value of detailed business analysis, tourism research and staff engagement, and explores opportunities gained from drawing on best practice outside parliamentary environments.   * *Jess Robins, Director Visitor Engagement (DPS, APH)* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 4.00pm | ***Plenary Session***  **Security vs Customer Service**  Maintaining the balance between keeping employees content AND safe.  • looking at the challenges we have had with a new Parliamentary Annex building with a lot of security processes and expectations (where previously there were none).  • our hybrid front of house reception/security model and the importance of effective community engagement and conflict resolution from a security perspective.  •Identified intelligence gaps and building relationships between Parliament and state/federal law enforcement (other agencies).   * *Michael Sinfield, Security Operations Manager, Western Australia* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 4.30pm | End of Day |  |
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| **TUESDAY 16 APRIL** | | |
| From 8.30am | Tea and coffee | Grand Hall |
| 8.50am | ***House keeping***  **Jurisdiction reports (5 mins each)**   * **Australian Federal - Canberra** * **Australian Capital Territory** * **Solomon Islands** | Legislative Chamber |
| 9.30am | ***Plenary Session***  **A two-year investment into Parliament House NSW** has addressed deterioration of the heritage buildings which are the spaces that the public enjoy visiting the most. Understanding our customers, the public, staff and members has ensured the Parliament could remain open during this major building program.  Most of the work has now been completed and it has given the team an opportunity to undertake lesson learnt with its key stakeholders to better understand what worked well and what opportunities could be taken to improve the precinct for our customers. This program of work is part of a much broader vision to develop of the Macquarie Street East precinct where First Nations and modern histories come to life.   * *Robert Nielsen, Director Capital Works Strategy & Delivery (NSW)* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 10.00am | Morning tea | Grand Hall |
| 10.30am | ***Individual group sessions***  **Individual sub network group sessions:**   * Hansard – *Ian Law NZ* * Security – *Leanne Tunningley, DPS APH* * Member & Support Staff Experience / HR team - *Dwayne Waterman / Elene Panton, NZ* * Engagement / Visitor Experience – *Sasha Grieg / Caroline Wallis, NZ* * IST / Digital stream – *Derek Robson NZ* * Finance – *Jade Goddard, NZ* * Property / Facilities – *Ross Cameron, NSW* * Library / Research services – *Jill Taylor, NZ* * Catering / Functions – *Lee Kwiez, NSW* | Select committee rooms  Facilitation of these sub network groups will be by the people italicised next to the network, and each group has their own agenda, which will be available shortly on the PPSN website.  These sessions will also be zoom accessible so you can feel free to join the sessions and a link will be set up closer to the conference date. *(Please let us know prior if you are intending to join the zoom so we can make sure we have you online).* |
| 12.30pm | Lunch | Grand Hall |
| 1.00pm | Conference group photo | Parliament House Steps or Galleria (weather dependant) |
| 1.15pm | **Jurisdiction reports (5 mins each)**   * **Victoria** * **Samoa** * **Western Australia** | Legislative Chamber |
| 1.30pm | ***Plenary Session***  **Empowering Parliamentary Services: The Role of ICT in Delivering Business Solutions**  The Department of Parliamentary Services (DPS) has been on a journey to modernise and transform the way services are delivered. Digital ways of working better support diverse and distinct organisations and business operating models at the Australian Parliament House to realise their intended outcomes. DPS achieve the delivery of safe, modern, and accessible services for the Parliament of Australia by:   * Focusing on flexible and re-usable ICT solutions and enterprise platforms, * Modernising and rationalising existing applications * Delivering intuitive user focused content platforms * Investing in our people, skills, and partnerships. * *Kate Cook, Assistant Secretary, Digital Recording Services (DPS, APH)* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 2.00pm | ***Plenary Session***  **The Customer Service Iceberg**  Talking about a selection of touch points a customer has with Parliament, not just customers on tours, but those that come for Events and Seminars, Maiden or Valedictory Speeches and those that contact Parliament by phone. On the surface customer service looks simple, but in fact there are a lot of different people and teams involved in creating a good customer experience and how an action of one person or team could have a negative impact on another.   * *Lisa Brand, Team Leader, Visitor Centre, NZ* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 2.30pm | ***Plenary Session***  **Creating a Service Charter for DPS**  DPS Victoria has prepared its first Service Charter – endeavouring the set expectations we have of ourselves, what others can expect from us and what we need from our stakeholders.  The development process to engage staff used ‘challenge teams’ – to get a lot of value in a very short period (90mins).  The final product and next steps to embed the Charter will be shared and feedback sort from the conference attendees.   * *Trish Burrows, Secretary, DPS Victora* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 3.00pm | Afternoon tea | Grand Hall |
| 3.30pm – 4.00pm | **Jurisdiction reports (5 mins each)**   * **Queensland** * **Bougainville** * **Cook Islands** * **New South Wales** | Legislative Chamber |
| 4.00 -5.00pm | Free time | 😊 |
| From 5.00pm | Drinks and dinner | Bellamys Restaurant, Beehive – *please meet in reception in the Beehive and you will be escorted up to Bellamys if you have left the precinct, or stay in the Grand Hall if you are staying on site and you will be escorted to Bellamys.* |
| 9pm | Spooky tour of Parliament (optional) | Leaving from Bellamys  *(Please indicate to Andie or Rose if you are intending to take part in this tour)* |
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| **WEDNESDAY 17 APRIL** | | |
| From 8.30am  8.50am | Tea and coffee  ***House keeping*** | Grand Hall |
| 9.00am | **Jurisdiction reports**   * **South Australia** * **Fiji** | Legislative Chamber |
| 9.15am | **Individual sub network group report backs**   * Catering / Functions – *Lee Kwiez, NSW (9.15)* * Hansard – *Ian Law NZ (9.30)* * Security – *Leanne Tunningley, DPS APH (9.45)* * Member & Support Staff Experience / HR team - *Dwayne Waterman / Elene Panton, NZ (10.00)* | Legislative Chamber |
| 10.30am | Morning tea | Grand Hall |
| 11.00am | ***Plenary Session***  **The value of in-house legal team**   * The role of in-house legal (who are our clients? What is our role in respect of Members of Parliament and Committees?) * The range of services that can be provided by in-house legal e.g. contract review / negotiation (procurement, property), policy review, statutory interpretation, legal advice (employment) * 3. Challenges experienced (environment, no comparable role in other parliaments, public sector not public service, separation of powers, source of applicable law – how to navigate and advise in this space) * 4. The value proposition of an in-house legal team (building corporate knowledge, oversight of legal issues across three parliamentary departments, contributing to process improvements and outcomes, cost savings, clearing house/escalation point for external legal). * *Catherine Wilson, General Counsel – DPS Victoria* | Legislative Chamber   * *Live stream link will be available just prior to session on PPSN website* |
| 11.30am | **Individual sub network group report backs**   * Engagement / Visitor Experience – *Sasha Grieg / Caroline Wallis, NZ (11.30)* * IST / Digital stream – *Derek Robson NZ (11.45)* * Finance – *Jade Goddard, NZ (12.00)* * Property / Facilities – *Ross Cameron, NSW (12.15)* * Library / Research services – *Jill Taylor, NZ (12.30)* | Legislative Chamber |
| 1.00pm | Lunch | Grand Hall |
| 1.45pm | **Closing thank you from Raf, and baton passing for next PPSN!** | Legislative Chamber |
| 2.15pm | Farewell afternoon tea | Grand Hall |
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| **THURSDAY 18 APRIL** – external optional excursion | | |
| 10.15am | Weta workshop tour (optional and extra cost) | Leave from Parliament forecourt |