



Parliamentary  
Services  
Department

Strategic  
Direction

2021-2025  
41<sup>st</sup> Parliament

MISSION

To deliver effective apolitical services to support the operations of the Parliament and its stakeholders

VISION

To provide unrivalled service by having employees committed to being Professional, Accountable, Transparent and Helpful

GOAL

To develop and maintain a skilled, diverse and ethical Department serving the Parliament with consideration of the public interest

VALUES

- Professional** – Showing respect and professionalism in all aspects of our work
- Accountable** – Being honest and trustworthy in performance of our duties
- Transparent** – Maintaining fairness and consistency
- Helpful** – Cooperation among teams and with others while always showing encouragement



PEOPLE

- Staff
- Members
- Community



ASSETS

- Conservation
- Accessibility
- Safety



GOVERNANCE

- Responsible expenditure
- Statutory compliance
- Risk management



TECHNOLOGY

- IT infrastructure and services
- ICT Mobility
- Broadcasting
- Cyber and information security

2023/2024 Strategic Outcomes

Strategic Priority 1  
Positive community engagement

Outcome	Activities that increase participation and collaborative relationships with the Western Australian community
Strategies to Achieve	Whole of Parliament engagement strategy Social media Parliamentary education programs Cooperative partnerships with key stakeholders

Strategic Priority 2  
Security and Safety Awareness

Outcome	Compliance with security and safety procedures, and Work Health and Safety (WHS) legislation
Strategies to Achieve	WHS committees Reminders and drills WHS training Procedures for new building

Strategic Priority 3  
Workplace of Choice

Outcome	Workplace initiatives that deliver staff satisfaction, flexibility and employee wellbeing
Strategies to Achieve	Inclusion and diversity education & reforms Workplace satisfaction and culture review & improvement plan Whistleblower policy Health and wellbeing initiatives

Strategic Priority 1  
Management of Heritage Building and Grounds

Outcome	Effective conservation management
Strategies to Achieve	Compliance with conservation management plan

Strategic Priority 2  
Accessibility to Building and Grounds

Outcome	Universal access to Parliament House building
Strategies to Achieve	Projects that improve access & egress Additional accessible toilet facilities

Strategic Priority 3  
Accommodation Safety Management

Outcome	Safe and secure physical environment
Strategies to Achieve	Workplace safety and security management – policy, hazard management & education Risk assessment of physical environment

Strategic Priority 1  
Effective Financial Management Framework

Outcome	Strong financial systems
Strategies to Achieve	FMIS data migration audit Procedures update Realtime financial reporting Improved business engagement and financial acumen Review of integrated systems software

Strategic Priority 2  
Risk Management and Audit Committee Consolidation

Outcome	Centralised control of governance and risk
Strategies to Achieve	Policy reviews Internal audits Insurance management Education on risk-based decision making

Strategic Priority 3  
Procurement, and Contract management oversight

Outcome	Knowledge of procurement rules and contract management
Strategies to Achieve	Procurement and contract management guidelines Staff training Electronic integrated purchasing controls Integrated financial delegations

Strategic Priority 1  
Strong ICT Foundations

Outcome	ICT services that support business requirements and processes
Strategies to Achieve	ICT Governance Committee oversight ICT strategic direction Service Desk rebuild Service level agreements

Strategic Priority 2  
ICT Accessibility to Parliament

Outcome	Public has reliable, timely, accessible and intuitive access to parliamentary proceedings, materials and records
Strategies to Achieve	Captioning of debates ICT Governance Committee Website review

Strategic Priority 3  
Protection of information & IT infrastructure

Outcome	Effective cyber security oversight
Strategies to Achieve	ACSC Essential Eight Cyber security officer System licensing, support and updates Education and training