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House of Assembly Service

2012-2013 Annual Performance Report





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MESSAGE FROM THE SPEAKER

I am pleased to present the House of Assembly Service Annual Performance Report for 2012-2013 fiscal year.

The House of Assembly Service (HOAS) is primarily responsible for supporting the functioning of the House of Assembly and its committees, the House of Assembly Management Commission and Members of the House of Assembly.

This report outlines the major accomplishments toward the objectives outlined in the 2011-14 Business Plan for the 2012-13 fiscal year. These accomplishments highlight the continued dedication and commitment of the employees of the House of Assembly Service, and I would like to take this opportunity to recognize their efforts.

This report was prepared under my direction in accordance with the *Transparency and Accountability Act* for a Category 2 entity. As the Speaker, I am accountable for the accomplishments reported in this document.

Honourable Ross Wiseman, MHA
Speaker
House of Assembly



OVERVIEW

The House of Assembly Service, established by the *House of Assembly Accountability, Integrity and Administration Act*, was created to support the functioning of the House of Assembly and its committees, the House of Assembly Management Commission and Members of the House of Assembly. It has a total of 44 employees and includes the Speaker, the Clerk, and employees of the Office of the Clerk, Corporate and Members' Services Division and Information Management Division.

The Speaker is the impartial presiding officer of the House and oversees the internal administration of the House of Assembly. The Speaker's Office provides support to the Speaker in carrying out these duties and responsibilities. As established by statute, the Speaker is also the Chair of the House of Assembly Management Commission.

The Office of the Clerk supports the activities of the Clerk of the House of Assembly in all parliamentary and administrative matters. The Clerk is the non-partisan, chief permanent officer of the House whose duties can be divided in two main areas: Chief Parliamentary Officer and Chief Administrative Officer.

As the Chief Parliamentary Officer, the Clerk provides advice to the Speaker and Members of the House of Assembly on matters pertaining to parliamentary procedure. He or she is responsible for interpreting the Standing Orders, conventions, precedents and usages of the House and must ensure the preparation of the Order Paper and Minutes of proceedings. The Clerk also has a responsibility for the safe-keeping of all records of the House of Assembly.

As the Chief Administrative Officer, the Clerk is responsible for the management of the operations of the House of Assembly Service and the administration of the Statutory Offices. The Clerk also serves as Secretary to the House of Assembly Management Commission and is responsible for providing full administrative support to the Commission.

The Corporate and Members' Services Division provides services in Accounts Payable; Financial Planning and Reporting; General Operations and Purchasing; and Human Resources and Payroll Administration. The Information Management Division includes the services of the Legislative Library, Broadcast Centre, Hansard and Records Management.



BUDGET

The House of Assembly had a budget of **\$16,551,800** for the 2012-2013 fiscal year. The details are noted below:

Salaries	12,094,400
Employee Benefits	27,300
Transportation and Communications	371,600
Supplies	181,700
Professional Services	311,100
Purchased Services	503,700
Property, Furnishings and Equipment	151,500
Allowances and Assistance	2,829,000
Grants and Subsidies	81,500
Total	16,551,800

** The budget for the House of Assembly also includes the following activities: Members' Resources, Government Members' Caucus, Official Opposition Caucus and Third Party Caucus. It does not include the budgets for the Statutory Offices of the House.*

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MANDATE

The House of Assembly Service derives its mandate from subsection 25(1) of the *House of Assembly Accountability, Integrity and Administration Act* (the Act). It is also informed by the *House of Assembly Act* and the *Elections Act, 1991*.

The House of Assembly Service supports the work of the Speaker, the Clerk, the House of Assembly and its Committees, Members, and the House of Assembly Management Commission by:

- Coordinating and supporting the decision-making process of the House of Assembly Management Commission;
- Providing advice and interpretation on parliamentary procedure and protocol;
- Providing financial, budgetary, human resources, payroll, administrative and information services;
- Providing legal advice on Parliamentary matters to the Speaker, the Clerk and to the House of Assembly;
- Providing parliamentary library, records and information services to all Members and Officers of the House of Assembly, including reference, research and records organization and control;
- Providing compliance with the *Access to Information and Protection of Privacy Act*;
- Providing official transcript of debates and proceedings of the House of Assembly and the House of Assembly Management Commission;
- Broadcasting the House of Assembly proceedings and meetings of the House of Assembly Management Communications; and
- Providing strategic communications advice and support to the Speaker, the Clerk, and the House of Assembly Management Commission.



LINES OF BUSINESS

In fulfilling its mandate, the House of Assembly Service provides the following lines of business.

1. Support to the House of Assembly and the Committees of the House

The House of Assembly Service provides executive, administrative, and advisory support to the House of Assembly and its Committees. It advises the Speaker and Members on parliamentary procedure, provides procedural advice to Committees, drafts minutes and reports, keeps records, and organizes meetings. It also provides legal advice on Parliamentary matters to the Speaker, the Clerk and to the House of Assembly, and provides in-house corporate legal advice.

The House of Assembly Service provides further parliamentary support by producing the official and complete transcript of debates and proceedings of the House of Assembly, its Committees and the Management Commission. It is also responsible for televising House of Assembly proceedings and meetings of the House of Assembly Management Commission.

2. Support to the Speaker and the House of Assembly Management Commission

The House of Assembly Service is the primary support for the Speaker and the House of Assembly Management Commission. This role incorporates the preparation of briefing materials, the coordination and facilitation of Commission meetings, and the maintenance of all Commission records.

Strategic communications advice and support are provided to the Speaker and the House of Assembly Management Commission. This role includes developing communications policy and procedures and advising on communications issues.

3. Support to Members of the House of Assembly

The House of Assembly Service supports the Members of the House of Assembly in carrying out their roles and responsibilities. This includes providing Member orientation and relevant training as required, setting up Members' offices, purchasing required supplies and services for Members, processing Members' expense claims, and providing payroll and human resources services.

The House of Assembly Service also provides parliamentary library and information services to all Members and Officers of the House of Assembly in the execution of their duties, including reference and research services and information access and awareness.



4. Support to Statutory Offices

The House of Assembly Service supports all Statutory Offices, excluding the Office of the Auditor General, in carrying out administrative responsibilities. This includes financial, budgetary, human resources, payroll, and information management services.



VISION

The vision of the House of Assembly Service is one where the public, clients and employees are well informed on the operations of the Legislature.

MISSION

The House of Assembly Service recognizes the value in having a public, client base and employees who are well-informed on all aspects of the Legislature's operations. Through efforts in education, outreach and communications, the House of Assembly Service is aiming to create awareness and understanding, while also building confidence and trust in the House of Assembly and its operations.

By March 31, 2017, the House of Assembly Service will have implemented initiatives to build awareness, confidence and trust in the operations of the Legislature.



HIGHLIGHTS & ACCOMPLISHMENTS

In addition to the mandated duties and responsibilities of the House of Assembly Service, other highlights during the 2012-13 reporting period include the following:

- The online catalogue of the Legislative Library is now accessible on the House of Assembly website. Users can now search for over 12,000 items from the Library's collection by title, author, publication date or other keywords at their own desktop.
- A Members' Compensation Review Committee (MCRC) was appointed in August 2012 as required under the *House of Assembly Accountability, Integrity and Administration Act*. The Committee conducted a review of Members' salaries, pensions, severance and allowances. The Committee's report, containing 25 recommendations, was submitted to the Speaker in November 2012.



REPORT ON PERFORMANCE

Maintaining the principles of accountability and openness established by the implementation of the Green recommendations will always be a priority for the House of Assembly Service. There is an opportunity to direct focus to other vital areas of its operations, and a review of its lines of business has identified three priority areas over this planning cycle.

ISSUE 1: SUPPORT TO THE HOUSE OF ASSEMBLY MANAGEMENT COMMISSION

The House of Assembly Management Commission establishes, implements and controls financial and administrative policies applicable to the House of Assembly, the House of Assembly Service and all Statutory Offices of the House of Assembly. The Commission oversees the finances of the House of Assembly including its budget, revenues, expenses, assets and liabilities. It ensures the proper administration of allowances for Members as well as reimbursement and payment of their expenditures in accordance with the *House of Assembly Accountability, Integrity and Administration Act*. The support of the House of Assembly Service is critical to the Commission as it carries out its governance responsibilities in an environment of public accessibility.

Goal:

By March 31, 2014, the House of Assembly Service will have supported the House of Assembly Management Commission in carrying out its financial and administrative duties for the House of Assembly, the House of Assembly Service and all Statutory Offices of the House of Assembly.

Objective:

By March 31, 2013, the House of Assembly Service will have reviewed processes and procedures for Commission meetings.

Measure:

Reviewed processes and procedures for Commission meetings.

Indicator:	Actual Result:
Consulted with the Chair and Secretary of the Management Commission as well as House of Assembly Service staff directly involved in providing support to the Commission.	– As a result of factors such as changes in leadership, extended sittings of the Legislature and other unforeseen commitments, a decision was made to postpone the review of Commission



Indicator:	Actual Result:
Proposed changes based on information gathered through consultations brought forward to the Chair and Secretary of the Commission for review.	procedures and processes to the next reporting period.
Changes to processes and procedures requiring approval of the Commission brought forward for consideration.	
Completed updates and revisions as required to the Management Commission Policies and Procedures Manual and the Operations Manual for Meetings of the Management Commission.	

Discussion of Results:

The reporting period was busy for the House of Assembly Service (HOAS) due to extended sittings of the Legislature, changes in leadership and the appointment of the Members' Compensation Review Committee which required research and analysis work by HOAS staff. These circumstances made it difficult to do the necessary consultation and work required to achieve the objective. However, a number of potential areas of focus have been identified.

By March 31, 2014, the House of Assembly Service will have implemented, as necessary, new processes or procedures identified.

Measure:

Implemented, as necessary, new processes or procedures identified.

Indicators:

- Proposed changes based on consultations with the Chair and Secretary to the Commission and other House of Assembly Service staff as required.
- Proposed changes brought forward to the Commission as required, and necessary revisions made to Commission policy and procedures documents.
- Changes to policies and procedures communicated as necessary.



ISSUE 2: PUBLIC EDUCATION & OUTREACH

The House of Assembly Service recognizes the value of a public that has confidence and trust in elected officials and the democratic process, and is well-informed about the role and operations of the legislature. Education and outreach are important components to increase awareness and understanding of the role of the House of Assembly, and will help to build confidence and trust in elected officials and the legislative processes that exist. Public Education and Outreach was a priority in the previous business plan, and while there has been significant progress made in this area, there is much more which can be done.

Goal:

By March 31, 2014, the House of Assembly Service will have continued development and refinement of the Public Education and Outreach strategy to increase awareness and understanding on the role and operations of the House of Assembly.

Objective:

By March 31, 2013, the House of Assembly Service will have continued development of additional content for the House of Assembly channel and website and developed new materials to support public tours of the House of Assembly.

Measure: Continued development of additional content for the House of Assembly channel and website and developed new materials to support public tours of the House of Assembly.

Indicator:	Actual Result:
Developed and approved detailed broadcast script for the House of Assembly informational video based on the approved outline script.	– This was not accomplished during the reporting period due to factors such as extended sittings of the Legislature and other unforeseen operational requirements.
Reviewed current process for the offering of public tours by the House of Assembly.	<ul style="list-style-type: none"> – Consulted with the Speaker of the House of Assembly to gain feedback and recommendations on possible elements to add to tour offerings. – Held a meeting with staff of the Protocol Office in February 2013 to discuss any issues with current tour process and possible solutions. – Held exit interview in August 2012 with outgoing summer students who offer public tours to discuss ways to



Indicator:	Actual Result:
Proposed recommendations to improve the process and offering of public tours.	improve tour offerings. – Prepared a report including current process for tour offerings, review of issues and challenges and go-forward recommendations for improvements. – Report submitted to the Clerk on March 27, 2013.

Discussion of Results:

The House of Assembly Service made significant progress in the area of Public Education and Outreach during the reporting period. Public tours have been a long-standing outreach initiative of the House of Assembly and it was felt a review of the current process for public tours was needed to identify potential areas for improvement. The review included informal consultation with the Speaker of the House of Assembly, exit interviews with summer students responsible for conducting tours, and meetings with the Protocol Office of Executive Council who are responsible for organizing tours on behalf of the House of Assembly.

While work did not commence on the development of additional materials to support the tours, the review process provided valuable information to help inform and guide improvements. The feedback gave the House of Assembly Service insight with respect to potential topics and areas of focus and provided suggestions for supplementary materials to complement the tour offerings as we move forward into the next reporting period.

By March 31, 2014, the House of Assembly Service will have reviewed and evaluated the current outreach strategy.

Measure:

Reviewed and evaluated the current outreach strategy.

Indicators:

- Conducted a review of communication and outreach tools available to the House of Assembly Service and identified potential areas of improvement to maximize use and impact.
- Developed a plan to ensure consistency in look, presentation and messaging of all communication and outreach tools.
- Consulted with the Department of Education to identify potential target grade levels and ensure linkages to student curriculum.



ISSUE 3: INTERNAL COMMUNICATIONS

The House of Assembly Service recognizes the importance of having employees and internal clients who are aware and informed. Each division of the House of Assembly Service has its own distinct roles and responsibilities; however, it is the efforts of all employees collectively which allows the Legislature to fulfill its mandate and serve its clients effectively. Communication within an organization acts as a channel or network that links all parts of the organization. Developing an internal communications strategy for the House of Assembly will provide effective, accessible internal communication tools, build strong relationships and ensure that employees and internal clients are better informed on all issues. It will play a key role as the House of Assembly Service moves forward in developing and improving its operations and help maintain the foundation of openness and public accountability which has been built.

Goal:

By March 31, 2014, the House of Assembly Service will have implemented components of an internal communications strategy to ensure that all employees and internal clients are fully aware and well-informed with respect to the operations of the House of Assembly.

Objective:

By March 31, 2013, the House of Assembly Service will have developed an internal communications strategy.

Measure:

Developed an internal communications strategy.

Indicator:	Actual Result:
Prepared and presented a report on findings from the internal communications consultations to the Clerk and other senior executive, and proposed short-term and long-term recommendations.	<ul style="list-style-type: none"> – Report presented to the Clerk and senior executive in April, 2012. – Meeting held with the Clerk and senior executive, April 20, 2012, to discuss findings and proposed recommendations.
Established an advisory committee on internal communications including representatives from all offices/divisions of the House of Assembly Service.	<ul style="list-style-type: none"> – Advisory committee established with a representative from each office/division in the House of Assembly Service – First meeting of the committee held on June 13, 2012. Meetings continued periodically throughout the reporting period.



Indicator:	Actual Result:
Reviewed internal communications strategy components and templates, and proposed a template for the House of Assembly Service strategy.	<ul style="list-style-type: none">– Various components and templates were presented to the advisory committee during Fall 2012, with in depth discussions on pros, cons and how various elements would fit the organization.– By December 2012, Committee had determined and finalized the proposed template for the strategy.
Developed a draft strategy to be brought forward to the Clerk and senior executive for review and approval.	<ul style="list-style-type: none">– Advisory Committee continued work on drafting the strategy throughout January, February and March 2013 with various meetings and working sessions held to discuss strategy elements.– Draft strategy presented to the Clerk and senior management for initial review and feedback on March 28, 2013.

Discussion of Results:

The House of Assembly Service made significant progress during the reporting period toward the development of its internal communications strategy. A key step during the process was the establishment of an advisory committee which included staff of each of the Offices and Divisions of the House of Assembly Service. The committee was tasked with developing a draft strategy based on the feedback from staff focus groups and surveys, as well as the analysis completed by the committee.

The advisory committee established guiding principles for its work and identified goals and objectives for the internal communications strategy. This provided a mechanism for the committee to assess its progress. The advisory committee drafted the various components of the strategy which included an analysis of the internal audience; identification of the roles and responsibilities of each audience segment; analysis of internal communication tools accessible to the House of Assembly Service; as well as action planning tools and templates to support the implementation of the strategy.

A draft internal communications strategy was presented to the Clerk and senior management in March, 2012. The advisory committee will continue its work into the next reporting period as the House of Assembly Service finalizes the strategy and prepares for implementation.



By March 31, 2014, the House of Assembly Service will have begun implementation of an internal communications strategy.

Measure:

Commenced implementation of the internal communications strategy.

Indicators:

- Reviewed and discussed draft strategy with senior executive, and incorporated feedback into the strategy as required.
- Conducted focus groups with staff to review the strategy and discuss potential issues and solutions.
- Finalized the strategy and presented to the Clerk for final approval.
- Developed implementation plan and commenced implementation of the strategy once final approval received.



OPPORTUNITIES & CHALLENGES

The past five years have been a time of transition for the House of Assembly Service. A new organizational structure has been successfully implemented and appropriate processes and controls are in place to ensure the integrity of all financial and administrative practices of the Legislature. While it is important to ensure these processes and controls continue to function appropriately, it is also an opportune time to focus on other opportunities, such as public education and awareness.

Our Legislature has a rich history and it is important that it be shared with the citizens of our province. The House of Assembly Service looks forward to developing a more targeted approach to its Public Education and Outreach Program which will help provide a greater understanding of, and greater access to, the proceedings of the Legislature.

The House of Assembly Service made significant progress during the reporting period toward the development of its internal communications strategy. The implementation of this strategy will help build a strong foundation for enhanced external communications with the public and our clients.



FINANCIAL INFORMATION

Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the Year Ended 31 March 2013 (Unaudited)

REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED REVENUE FUND ⁶⁷

LEGISLATURE Statement of Expenditure and Related Revenue FOR THE YEAR ENDED 31 MARCH 2013

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.01. ADMINISTRATIVE SUPPORT			
01. Salaries	2,045,543	2,046,800	1,912,800
02. Employee Benefits	4,713	7,000	7,000
03. Transportation and Communications	42,268	69,800	69,800
04. Supplies	39,545	46,200	46,200
05. Professional Services	127,663	199,500	220,000
06. Purchased Services	44,589	58,400	92,000
07. Property, Furnishings and Equipment	101,123	105,100	130,000
	<u>2,405,444</u>	<u>2,532,800</u>	<u>2,477,800</u>
02. Revenue - Provincial	(318)	-	-
Total: Administrative Support	<u>2,405,126</u>	<u>2,532,800</u>	<u>2,477,800</u>
1.1.02. LEGISLATIVE LIBRARY AND RECORDS MANAGEMENT			
01. Salaries	728,943	735,100	735,100
02. Employee Benefits	3,503	3,700	3,700
03. Transportation and Communications	10,390	12,700	16,700
04. Supplies	55,453	60,400	62,900
05. Professional Services	9,700	9,700	7,200
06. Purchased Services	9,697	14,400	14,400
Total: Legislative Library and Records Management	<u>817,686</u>	<u>836,000</u>	<u>840,000</u>
1.1.03. HANSARD AND THE BROADCAST CENTRE			
01. Salaries	664,390	664,400	659,300
02. Employee Benefits	800	1,500	1,500
03. Transportation and Communications	8,789	11,800	14,000
04. Supplies	8,221	9,000	9,000
06. Purchased Services	331,440	334,500	301,700
07. Property, Furnishings and Equipment	179,848	179,900	10,000
Total: Hansard and the Broadcast Centre	<u>1,193,488</u>	<u>1,201,100</u>	<u>995,500</u>



68 REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED REVENUE FUND

LEGISLATURE (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.04. MEMBERS' RESOURCES			
01. Salaries	6,211,984	6,418,900	6,505,000
03. Transportation and Communications	4,941	15,000	15,000
05. Professional Services	95,470	100,500	80,000
06. Purchased Services	11,952	15,000	15,000
09. Allowances and Assistance	1,958,075	2,684,000	2,829,000
10. Grants and Subsidies	719	800	-
	8,283,141	9,234,200	9,444,000
02. Revenue - Provincial	(83,963)	-	-
Total: Members' Resources	8,199,178	9,234,200	9,444,000
1.1.05. HOUSE OPERATIONS			
01. Salaries	254,188	258,300	258,300
02. Employee Benefits	3,700	9,900	9,900
03. Transportation and Communications	58,908	125,000	135,500
04. Supplies	19,545	22,300	22,300
05. Professional Services	-	3,900	3,900
06. Purchased Services	59,036	59,900	43,200
07. Property, Furnishings and Equipment	270	1,700	1,700
10. Grants and Subsidies	13,308	13,400	13,400
Total: House Operations	408,955	494,400	488,200
1.1.06. GOVERNMENT MEMBERS CAUCUS			
01. Salaries	648,142	654,700	654,700
02. Employee Benefits	389	1,800	1,800
03. Transportation and Communications	17,694	24,900	24,900
04. Supplies	6,590	12,700	12,700
06. Purchased Services	3,491	10,500	10,500
07. Property, Furnishings and Equipment	600	3,500	3,500
10. Grants and Subsidies	47,071	47,100	47,100
Total: Government Members Caucus	723,977	755,200	755,200



REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED REVENUE FUND ⁶⁹

LEGISLATURE (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.07. OFFICIAL OPPOSITION CAUCUS			
01. Salaries	905,082	909,300	918,800
02. Employee Benefits	4,890	4,900	2,000
03. Transportation and Communications	57,787	64,200	70,000
04. Supplies	15,212	15,700	16,800
05. Professional Services	4,000	4,000	-
06. Purchased Services	25,690	26,400	16,900
07. Property, Furnishings and Equipment	595	3,800	3,800
10. Grants and Subsidies	10,460	10,500	10,500
Total: Official Opposition Caucus	1,023,716	1,038,800	1,038,800
1.1.08. THIRD PARTY CAUCUS			
01. Salaries	444,109	450,400	450,400
02. Employee Benefits	1,002	1,400	1,400
03. Transportation and Communications	22,435	24,700	25,700
04. Supplies	6,030	6,800	11,800
05. Professional Services	6,500	6,500	-
06. Purchased Services	8,338	8,500	10,000
07. Property, Furnishings and Equipment	3,480	3,500	2,500
10. Grants and Subsidies	10,460	10,500	10,500
Total: Third Party Caucus	502,354	512,300	512,300
TOTAL: HOUSE OF ASSEMBLY	15,274,480	16,604,800	16,551,800
TOTAL: HOUSE OF ASSEMBLY	15,274,480	16,604,800	16,551,800

Audited financial information will be included in the Annual Report of the House of Assembly Management Commission, to be tabled by the Speaker during the next sitting of the House.