

House of Assembly
Newfoundland & Labrador



Colonial Building
1850-1959

Confederation Building
1960-present



2014-15 ***Annual Performance Report***

House of Assembly Service





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MESSAGE FROM SPEAKER



I am pleased to present the 2014-15 Annual Performance Report of the House of Assembly Service (HOAS). This report outlines the accomplishments of the HOAS toward the objectives for the reporting period as identified in the 2014-17 Activity Plan.

The HOAS was established by statute in the *House of Assembly Accountability, Integrity and Administration Act* to support the functioning of the House of Assembly and its committees, the Management Commission and Members of the House of Assembly.

This report was prepared under my direction in accordance with the *Transparency and Accountability Act* for a Category 3 entity. As the Speaker, I am accountable for the actual results reported in this document.

Hon. Wade Verge, MHA
Speaker of the House of Assembly



OVERVIEW

The House of Assembly Service (HOAS) was established by statute in the *House of Assembly Accountability, Integrity and Administration Act* 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.

The House of Assembly Service has a total of 47 employees (38 female/9 male) as of August 4, 2015. It 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 is the guardian of its rights and privileges. As established by statute, the Speaker must also act as the Chair of the House of Assembly Management Commission. The Speaker's Office provides support to the Speaker in carrying out these duties and responsibilities.

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.



Contact Information:

The Office of the Clerk
House of Assembly
Main Floor, East Block
Confederation Building
St. John's, NL
A1B 4J6

Telephone: 709-729-3405
Facsimile: 709-729-4820

Email: clerkhoa@gov.nl.ca
Website: www.assembly.ca

MANDATE

The House of Assembly Service derives its mandate from the provisions 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 mandate of the House of Assembly Service is contained in subsection 25 (1) of the Act, which states:

25 (1) The House of Assembly Service consists of operations established, whether by law or otherwise, for the purpose of supporting the functioning of the House of Assembly, its committees and members, and includes

- (a) the speaker;*
- (b) the office of the clerk and other officers of the House of Assembly;*
- (c) the law clerk;*
- (d) the financial and administrative services;*
- (e) the legislative library;*
- (f) the office of Hansard;*
- (g) the broadcast centre; and*



- (h) *other divisions that may be assigned by law or designated and provided for by the commission.*

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 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.

The House of Assembly Service, through the Law Clerk, 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 Law Clerk provides drafting services on amendments in committee where required and for Private Members' Bills.

The Sergeant-at-Arms is responsible for preserving order and maintaining security in the galleries, corridors and other areas in the Parliamentary Precinct.

Hansard provides the official and complete transcript of debates and proceedings of the House of Assembly, its Committees and the meetings of the House of Assembly Management Commission.

The Broadcast Centre is responsible for televising the 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 Legislative Library 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 the Statutory Offices 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

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.

Measure:

Implemented initiatives to build awareness, confidence and trust in the operations of the Legislature.

Indicators:

- Implemented strategy to support Public Education and Outreach.



HIGHLIGHTS & ACCOMPLISHMENTS

In August, 2014 the joint conference of the Canadian Council of Public Accounts Committees (CCPAC) and the Canadian Council of Legislative Auditors (CCOLA) was held in Newfoundland and Labrador. The CCPAC and CCOLA hold the conference annually to discuss issues of mutual interest related to government oversight and accountability. It provides a means for members and staff of federal, provincial and territorial Public Accounts Committees to meet with the Auditors General and staff from across the country. The provinces, territories and federal government host the conference on a rotating basis. Prior to the August, 2014, it was last hosted by Newfoundland and Labrador in 2002.

The 2014 CCPAC/CCOLA conference hosted approximately 100 delegates, with a total attendance of 140 including accompanying persons and special guests. Planning and delivery for the conference required significant work which was a joint initiative of the House of Assembly Service and the Office of the Auditor General.



REPORT ON PERFORMANCE

Maintaining the principles of accountability and openness will always be a priority for the House of Assembly Service and three areas of focus were identified in the 2014-17 Activity Plan. The following is a report on the performance toward accomplishing the objectives outlined in the Plan for the 2014-15 reporting period.

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 the Statutory Offices. 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.

The support of the House of Assembly Service is critical to the Commission in carrying out its mandate as established in the *House of Assembly Accountability, Integrity and Administration Act*. The HOAS conducts research of issues; prepares briefing notes and other materials for Commission meetings; prepares and tracks Minutes of all meetings; and ensures that all necessary work to properly action decisions of the Commission is carried out.

Objectives:

By March 31, 2015, the House of Assembly Service will have supported the operations of the House of Assembly Management Commission.

Measure:

Supported the operations of the House of Assembly Management Commission.

<i>Planned Results</i>	<i>Actual Results</i>
Conducted research and prepared all briefing materials necessary for meetings of the Commission.	The House of Assembly Management Commission held a total of 6 meetings throughout the reporting period. Research was conducted, and briefing materials and other supporting documents were prepared as required for each meeting.



Prepared and distributed Minutes of all Commission meetings.	The Minutes for all 6 meetings of the Commission held during the reporting period were prepared, approved, distributed, tabled in the House of Assembly, and posted to the House of Assembly website as required under the <i>House of Assembly Accountability, Integrity and Administration Act</i> . Copies of all Minutes for the reporting period can be viewed at: assembly.nl.ca/mancomm .
Tracked all decisions of the Commission and completed the work necessary to properly action them.	A total of 41 decisions were made by the Management Commission during the reporting period. All decisions of the have been tracked and have been appropriately actioned and completed where possible.
Updated and maintained manuals and templates that support the work of the Commission as necessary.	There were no updates required to manuals and templates of the Commission throughout the reporting period.

Discussion of Results

The House of Assembly Service fulfilled its mandate to support the operations of the House of Assembly Management Commission throughout the 2014-15 reporting period by ensuring that briefing materials and supporting documents were prepared and distributed for all meetings; Minutes were approved, distributed and tabled; and that decisions of the Commission were appropriately actioned and completed where possible. Briefing materials for all regular meetings of the Management Commission are posted to the House of Assembly website (www.assembly.nl.ca), as well as all Minutes, directives and rule amendments approved.

By March 31, 2016, the House of Assembly Service will have effectively supported the operations of the House of Assembly Management Commission.



Measure:

Effectively supported the operations of the House of Assembly Management Commission.

Indicators:

- Conducted research and prepared all briefing materials necessary for meetings of the Commission.
- Prepared and distributed Minutes of all Commission meetings.
- Tracked all decisions of the Commission and completed the work necessary to properly action them.
- Updated and maintained manuals and templates that support the work of the Commission as necessary.



ISSUE 2: INFORMATION, OUTREACH & EDUCATION

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. The effective flow of information, outreach and education 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 the democratic process and the work of elected officials.

The House of Assembly website (www.assembly.nl.ca) is crucial to the effective delivery of awareness and outreach efforts. It also facilitates the communication of information that allows the House of Assembly Service to maintain its standards of being open, transparent and accountable to the people of the province. The website contains information that is beneficial for many target groups including the general public; MHAs; political and caucus office staff; and officials and employees of the executive branch of government. Given that the website has been in existence substantially in its present form since 2007, the House of Assembly Service plans to review the structure, layout and content to ensure it best meets the needs of the House of Assembly as its primary communication tool.

Objectives:

By March 31, 2015, the House of Assembly Service will have conducted a review of its current web presence and provided recommendations for improvement as necessary.

Measure:

Conducted a review of its current web presence and provided recommendations for improvement as necessary.

<i>Planned Results</i>	<i>Actual Results</i>
Established committee to carry out the review.	A committee consisting of representatives from information management, web design/development and communications was established with the responsibility of conducting the review. The committee met several times throughout the reporting period, establishing terms of reference and principles to guide the review process.
Conducted review of the structure, layout and content of the existing website	A review of the structure, layout and content of the website was conducted by the committee with considerations



<p>Provided recommendations on the website to senior leadership as necessary.</p>	<p>noted from several areas including technology, layout, design and content.</p> <p>The initial review of the website by the committee resulted in eight recommendations being presented to senior management, including a recommendation to conduct consultations with target audiences and stakeholders before proceeding with any updates and changes.</p>
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Discussion of Results

The House of Assembly established a committee consisting of representatives from communications, information management and web development to undertake a review of its existing web presence. The committee met regularly throughout the reporting period establishing guiding principles and terms of reference.

The initial review of the web presence resulted in several observations and recommendations related to design, layout, content and technical considerations which were presented to senior leadership. One of the recommendations of the review was that identified target audiences and stakeholders be consulted prior to any updates and changes being made. The consultation process has commenced and will continue in the reporting period ahead.

By March 31, 2016, the House of Assembly Service will have commenced work on the website according to review recommendations.

Measure:

Commenced work on website according to the review recommendations.

Indicators:

- Conducted consultations with identified target audiences and stakeholders on the digital presence of the House of Assembly.
- Developed a social media strategy that is incorporated into the digital presence of the House of Assembly.
- Commenced work on the technical, content, design and roll-out strategies for the digital presence of the House of Assembly.



ISSUE 3: SUPPORT TO MEMBERS OF THE HOUSE OF ASSEMBLY

A main line of business for the House of Assembly Service is providing support to all Members of the House of Assembly. The HOAS is responsible for ensuring that all Members have the tools and resources they require to effectively carry out their role as elected officials. While supports and services are provided to Members on an ongoing basis, the volume of work required by the HOAS is increased following general elections and by-elections. A provincial general election will take place during the upcoming reporting cycle. This will require a great deal of additional planning and work by the HOAS to ensure the necessary tools and resources are in place to meet the needs of both the incoming and outgoing Members.

Objectives:

By March 31, 2015, the House of Assembly Service will have continued to provide the necessary support to Members of the House of Assembly.

Measure:

Continued to provide the necessary support to Members of the House of Assembly.

Indicators:

<i>Planned Results</i>	<i>Actual Results</i>
Revised and updated Member guides, manuals and orientation materials as required.	Updates/revisions are required as a result of amendments to the <i>Members' Resources and Allowances Rules</i> and/or changes to any policies, directives, or guidelines that applicable to Members. As there were no such changes during the reporting period, no updates were required to Member guides, manuals and orientation materials.
Provided training and orientation to newly elected Members and their staff as required.	Six new Members were elected to the House of Assembly throughout the reporting period. The newly elected Members were provided with an orientation which included any legislation, rules, policies, directives and parliamentary authorities that are applicable; as well as an overview of their roles and responsibilities, and the services provided to them by the HOAS.



Provided ongoing services to Members as required to support them in carrying out their roles.	As part of the core mandate of the House of Assembly Service, all 48 MHAs and their staff are supported in carrying out their roles. Non-partisan services provided to Members include support in submitting and processing expense claims; setting up and organizing constituency offices; purchasing goods and services; parliamentary advice; as well as library services such as research and reference.
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Discussion of Results

Part of the core mandate of the House of Assembly Service is to provide non-partisan support, services and advice to all 48 Members to assist them in carrying out their role as elected officials. A wide variety of services are provided to Members on a daily basis ranging from expense claims processing, purchasing of goods and services, library referencing and research, setting up consistency offices, and providing parliamentary advice.

All newly elected Members of the House of Assembly are provided with an orientation to their roles and responsibilities, as well as to the *Members' Resources and Allowances Rules*, policies and parliamentary authorities that are applicable. A total of six new Members were elected to the House of Assembly during the reporting period.

By March 31, 2016, the House of Assembly Service will have continued to provide the necessary support to Members of the House of Assembly.

Measure:

Continued to provide the necessary support to Members of the House of Assembly.

Indicators:

- Revised and updated Member guides, manuals and orientation materials as required.
- Provided training and orientation to newly elected Members and their staff as required.
- Provided ongoing services to Members as required to support them in carrying out their roles.



OPPORTUNITIES & CHALLENGES

The 2015-16 reporting period will present several opportunities and challenges for the House of Assembly Service, particularly as it prepares for the transition that occurs following a provincial general election. The next general election is scheduled for November 30, 2015, and work has already commenced to ensure readiness for the period following in which all Members-elect must be sworn-in; given the necessary orientation and training; provided with resources such as mobile phones and IT equipment; and set up with constituency office space and support staff. In addition to supporting the Members, the House of Assembly Service must also ensure the necessary resources and support is provided to each of the three Caucus offices.

While much of this work will not commence until the general election has concluded, a substantial amount of preparation is required to ensure readiness. A challenge for the HOAS is ensuring that the necessary preparation is completed on time, while simultaneously providing support services to the 48 Members of the current general assembly.



FINANCIAL INFORMATION

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.

LEGISLATURE
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2015

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.01. ADMINISTRATIVE SUPPORT			
01. Salaries	1,705,520	1,715,300	1,860,400
Operating Accounts:			
Employee Benefits	4,634	4,700	4,500
Transportation and Communications	37,762	56,400	65,000
Supplies	26,284	46,200	46,200
Professional Services	66,286	89,100	89,100
Purchased Services	26,464	71,800	72,000
Property, Furnishings and Equipment	97,720	98,900	122,500
02. Operating Accounts	259,150	367,100	399,300
02. Revenue - Provincial	(434)	-	-
Total: Administrative Support	1,964,236	2,082,400	2,259,700
1.1.02. LEGISLATIVE LIBRARY AND RECORDS MANAGEMENT			
01. Salaries	623,736	624,200	631,000
Operating Accounts:			
Employee Benefits	1,153	1,200	900
Transportation and Communications	6,509	9,700	10,200
Supplies	45,921	47,000	47,000
Purchased Services	8,688	8,700	8,500
02. Operating Accounts	62,271	66,600	66,600
Total: Legislative Library and Records Management	686,007	690,800	697,600



LEGISLATURE (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.03. HANSARD AND THE BROADCAST CENTRE			
01. Salaries	701,199	702,300	642,700
Operating Accounts:			
<i>Employee Benefits</i>	250	600	600
<i>Transportation and Communications</i>	2,944	6,100	6,100
<i>Supplies</i>	6,200	7,900	7,900
<i>Purchased Services</i>	204,512	279,900	279,900
<i>Property, Furnishings and Equipment</i>	33,537	33,600	10,000
02. Operating Accounts	247,443	328,100	304,500
Total: Hansard and the Broadcast Centre	948,642	1,030,400	947,200
1.1.04. MEMBERS' RESOURCES			
01. Salaries	6,473,028	6,486,800	6,598,100
Operating Accounts:			
<i>Transportation and Communications</i>	2,597	5,200	5,200
<i>Purchased Services</i>	3,692	7,600	10,000
02. Operating Accounts	6,289	12,800	15,200
09. Allowances and Assistance	1,930,068	2,365,600	2,365,600
10. Grants and Subsidies	-	-	1,400
	8,409,385	8,865,200	8,980,300
02. Revenue - Provincial	(70,422)	-	-
Total: Members' Resources	8,338,963	8,865,200	8,980,300
1.1.05. HOUSE OPERATIONS			
01. Salaries	307,929	309,600	272,900
Operating Accounts:			
<i>Employee Benefits</i>	3,450	9,900	9,900
<i>Transportation and Communications</i>	58,641	145,700	145,700
<i>Supplies</i>	16,115	23,500	23,500
<i>Professional Services</i>	1,080	3,900	3,900
<i>Purchased Services</i>	98,814	143,300	143,300
<i>Property, Furnishings and Equipment</i>	540	1,700	1,700
02. Operating Accounts	178,640	328,000	328,000
10. Grants and Subsidies	13,356	13,400	13,400
	499,325	651,000	614,300
02. Revenue - Provincial	(47,732)	(71,800)	(71,800)
Total: House Operations	452,193	579,200	542,500



LEGISLATURE (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.06. GOVERNMENT MEMBERS CAUCUS			
01. Salaries	830,359	838,300	600,100
Operating Accounts:			
Employee Benefits	-	1,800	1,800
Transportation and Communications	18,372	23,800	24,900
Supplies	8,333	12,700	12,700
Purchased Services	7,784	11,600	10,500
Property, Furnishings and Equipment	3,308	3,500	3,500
02. Operating Accounts	37,797	53,400	53,400
10. Grants and Subsidies	43,377	43,400	43,400
Total: Government Members Caucus	911,533	935,100	696,900
1.1.07. OFFICIAL OPPOSITION CAUCUS			
01. Salaries	1,063,740	1,105,700	1,045,900
Operating Accounts:			
Employee Benefits	1,781	2,000	2,000
Transportation and Communications	57,163	59,600	71,500
Supplies	16,107	16,800	16,800
Purchased Services	31,679	31,700	16,900
Property, Furnishings and Equipment	710	900	3,800
02. Operating Accounts	107,440	111,000	111,000
10. Grants and Subsidies	18,548	18,800	15,000
Total: Official Opposition Caucus	1,189,728	1,235,500	1,171,900
1.1.08. THIRD PARTY CAUCUS			
01. Salaries	425,243	426,000	413,500
Operating Accounts:			
Employee Benefits	-	1,400	1,400
Transportation and Communications	22,006	25,900	25,900
Supplies	6,244	11,800	11,800
Purchased Services	8,479	10,000	10,000
Property, Furnishings and Equipment	295	2,500	2,500
02. Operating Accounts	37,024	51,600	51,600
10. Grants and Subsidies	10,844	10,900	10,900
Total: Third Party Caucus	473,111	468,500	476,000
TOTAL: HOUSE OF ASSEMBLY	14,964,413	15,907,100	15,772,100
TOTAL: HOUSE OF ASSEMBLY	14,964,413	15,907,100	15,772,100