



House of Assembly Service

2010-2011 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 2010-2011.

The House of Assembly Service 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.

In 2010-2011, the House of Assembly Service continued with its work to support the implementation of the recommendations of the *Report of the Review Commission on Constituency Allowances and Related Matters*. This is the final reporting year under the 2008-2011 Business Plan, and the progress made in the last three years to establish an administrative framework for the House of Assembly that is both transparent and accountable, has been significant.

This report, outlining the major accomplishments toward the objectives for the 2010-11 fiscal years, highlights the continued dedication and commitment of the employees of the House of Assembly Service.

This report was prepared under my direction in accordance with the *Transparency and Accountability Act* for a Category 2 entity. As Speaker, I am accountable for the accomplishments reported in this document and any variances from the goals outlined in the 2008-2011 Business Plan.

Honourable Ross Wiseman

Speaker

House of Assembly



OVERVIEW

The House of Assembly Service was established by the *House of Assembly Accountability, Integrity and Administration Act*, which was proclaimed on June 14, 2007. It 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.

The House of Assembly Service has a total of 52 employees (as of August 2011). 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. The Speaker's Office provides support to the Speaker in carrying out these duties and responsibilities. As established by statute, the Speaker must also act as 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 **\$16,062,100** for the 2010-2011 fiscal year. The details are noted below:

Salaries	\$ 11,240,900
Employee Benefits	26,500
Transportation and Communications	403,500
Supplies	173,400
Professional Services	330,900
Purchased Services	578,900
Property, Furnishings and Equipment	397,600
Allowances and Assistance	2,829,000
Grants and Subsidies	87,400
	16,068,100
Revenue-Provincial	(6,000)
Total	16,062,100

** The budget for the House of Assembly also includes the following activities: Members' Resources, Government Members Caucus, Official Opposition Caucus and Third Party Caucus.*

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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 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.

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.



HIGHLIGHTS & ACCOMPLISHMENTS

The House of Assembly Service has undergone a significant transformation during the 2008 to 2011 reporting period, and has made great progress towards creating the open and transparent environment that was intended through the implementation of the *Review Commission on Constituency Allowances and Related Matters*, commonly referred to as the Green Report. The staff of the House of Assembly Service have worked diligently to ensure that the Legislature and its operations remain accountable to the people of Newfoundland and Labrador.

The implementation of a Management Certification process was a significant achievement for the House of Assembly Service. Consultants were engaged to provide assistance to the Clerk to meet the management certification requirements under the *House of Assembly Accountability, Integrity and Administration Act*. The services of the consultants included a review of the design effectiveness and existence of internal controls, identification of any control gaps and recommendations of overall remedial action. Tests of controls were designed, executed and evaluated to determine if controls were operating effectively. The internal control documentation is updated to reflect the controls in place at the end of each period.

The introduction of webcasting of proceedings of the House of Assembly in March 2009 was also a significant achievement for the House of Assembly Service. Webcasting capability increases access to proceedings of the House, including Management Commission meetings, as it no longer limits access to those with a cable service provider that carries the House of Assembly channel. It also provides on-demand viewing capability, as all the proceedings since March 2009 are now archived. This allows individuals to view proceedings at a later time if they are unable to watch proceedings live.

In addition to webcasting, the House of Assembly Service has made other significant advancements in its efforts to improve transparency and access to information. All aspects of proceedings of the House of Assembly are now accessible through the House of Assembly website. People throughout Newfoundland and Labrador, regardless of their location, can now be as informed about the Legislature as they choose to be without having to physically visit the House of Assembly.



REPORT ON PERFORMANCE

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 Green Report contained a broad range of 275 specific recommendations and provided draft legislation to facilitate the implementation of the recommendations. The new legislation, *The House of Assembly Accountability, Integrity and Administration Act*, received Royal Assent on June 14, 2007 and establishes an administrative framework for the House of Assembly that is transparent and accountable. The legislation includes subordinate legislation known as *Members' Resources and Allowances Rules* which promote accountability in, and transparency with respect to, the expenditure of public funds.

The Green Report recommendations with respect to internal controls and processes have been implemented as of March 31, 2011. The House of Assembly has developed and approved a broad range of financial and administrative policies/guidelines that meet the specific needs of the House of Assembly and Statutory Offices. A number of initiatives and processes are in place that improves inventory management, financial tracking and reporting, and budgeting.

In addition to the improvement of internal controls and processes, the House of Assembly has made significant progress towards improving its overall accountability and transparency. A number of initiatives have been implemented to improve records management and increase the availability of information to the general public. The House of Assembly website now includes detailed information that is updated on a regular basis with respect to the expenditures, salaries and attendance of Members; and all materials related to the Management Commission are now posted, including meeting briefing materials, Minutes, Directives and Rule Amendments.

Through efforts in Public Education and Outreach, the House of Assembly has now begun implementation of a strategy to create additional awareness about the operations of the Legislature and the role of elected officials. Educational materials respecting proceedings of the House, the role of the Speaker, and the Office of the Clerk have been developed, in addition to a program that promotes awareness of the Legislature and the democratic process to children and youth.

Mission: By March 31, 2011 the House of Assembly Service will have supported the implementation of the recommendations of the Report of the Review



Commission to establish an administrative framework for the House of Assembly that is transparent and accountable.

Measure: Implemented the recommendations from the Report of the Review Commission

Indicators	Actual Results
<p>The House of Assembly is operating according to the <i>House of Assembly Accountability, Integrity and Administration Act</i> and the <i>Members' Resources and Allowances Rules</i> subordinate to the legislation.</p>	<ul style="list-style-type: none"> - The House of Assembly has been operating in accordance with the <i>House of Assembly Accountability, Integrity and Administration Act</i> (the Act) and the <i>Members' Resources and Allowances Rules</i> since 2007. - Appropriate internal financial controls/processes, and initiatives to improve the Legislature's accountability are now in place. - The House of Assembly Management Commission, also established under the authority of the Act, has been operating according to its detailed mandate as defined in subsection 20(1). The Commission is responsible for establishing, implementing and controlling financial and administrative policies applicable to the entire Legislature.
<p>Appropriate administrative and financial policies and procedures are implemented</p>	<ul style="list-style-type: none"> - The FasseTrack Inventory Control System was implemented in March 2009. - I-Expenses Oracle module was implemented in June 2009. The user manual and training sessions were held in April and May 2009. - I-Expenses (ECMS) reports have been used for internal control purposes within the House of Assembly since April 2010. ECMS reports are used to track accommodations, trips, meals, etc, to ensure compliance with limits set by the <i>Members' Resources and Allowances Rules</i> and to check for double billings. - Budget Process has been in place since July 2008. It formalizes the process for the preparation and approval of the annual budgets of the House of Assembly and the Statutory Offices. - A total of <u>19</u> financial and administrative policies/guidelines have been developed and approved since 2007 specific to the House of Assembly and Statutory Offices. These include: <ul style="list-style-type: none"> o Advertising Policy for Members of the House of Assembly



	<ul style="list-style-type: none"> ○ Automobile Allowance and Expense Policy – Speaker and Leaders ○ Budget Process Narrative and Flowchart ○ Caucus Operational Funding Grants Policy ○ Cellular and Landline Phone Services Policy for Employees of the House of Assembly Service, Caucus Offices and Statutory Offices ○ Cellular and Landline Phone Services Policy for Members of the House of Assembly and Constituency Assistants ○ Classification Appeals Process ○ Conference Travel Policy ○ Guidelines for Providing Shared Secretarial Assistance ○ Guidelines for Temporary Replacement of Constituency Assistants ○ Inventory Management Policy ○ Policy for Hiring External Consultants ○ Printing Policy for Members of the House of Assembly and Constituency Assistants ○ Professional Development Policy for Constituency Assistants ○ Purchasing Policy (Under \$200) ○ Standard Office Allocation Package - Members and Constituency Assistants ○ Standard Signage Policy ○ Transfer of Funds Policy ○ Tuition Assistance Program for the House of Assembly and Statutory Offices <p>– Any internal control gaps identified through the Management Certification Process were addressed immediately, as needed.</p>
<p>Management certifies that appropriate systems of internal controls are in place and operating effectively</p>	<ul style="list-style-type: none"> – The Management Certification Process was implemented and the first Management Certificate was signed by the Clerk of the House of Assembly on August 31, 2008. – Additional Management Certificates were also signed for the periods ending March 31, 2009, March 31, 2010 and March 31, 2011
<p>Increased communication activities to promote awareness of the legislature,</p>	<ul style="list-style-type: none"> – Various educational materials developed including a Visitor’s Guide containing a glossary of commonly used terms in the House for visitors viewing



<p>including the roles and responsibilities of Members of the House of Assembly</p>	<p>proceedings; a fill-in-the blank activity sheet on physical and historical aspects of the House of Assembly Chamber for youth; and brochures on the Role of the Speaker and the Office of the Clerk.</p> <ul style="list-style-type: none">- Development of an Outreach Program to schools to promote awareness and understanding of the democratic process to students and youth. The Program includes various components, one of which is an overview of the role of a Member, and the role of the Speaker.- Increased content on the House of Assembly TV channel that loops continuously 24 hours a day in areas of the province with fibre access. The channel displays information on proceedings of the House, the Page Program, messages from Members, and dates/times of upcoming House sittings or Management Commission meetings.- Increased content on the House of Assembly website including reports on the expenditures of Members, compensation paid to Members, and the attendance of Members when the House is sitting. The website also includes biographies and constituency office contact information for all 48 Members which can be searched by name, electoral district or political party. A webcasting feature for viewing live and archived proceedings of the House is now available.
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ISSUE 1: FINANCIAL CONTROLS & PROCESSES

The Review Commission on Constituency Allowances and Related Matters made recommendations related to appropriate financial controls and processes. The Commission recommended “the implementation of a management certification process as a definitive and visible means of promoting the appropriate reporting and disclosure of information as well as the effective operation of internal controls. This requires the establishment and maintenance of disclosure controls, internal controls and procedures and providing personal certification regarding the design and evaluation of the operating effectiveness of such controls”.

Goal: By March 31, 2011, the House of Assembly Service will have enhanced financial controls and processes in place.

Measure: Enhanced financial controls and processes in place

Indicator	Actual Results
Recommendations of the Green Report related to financial controls and processes are implemented.	All recommendations related to the improvement of internal controls and processes have been implemented.

Objective: By March 31, 2011, the House of Assembly Service will have continued to review government policies and legislation to determine applicability to the legislature and to develop appropriate policies that improve controls.

Measure: Will have continued to review government policies and legislation.

Indicator	Actual Results
Continued to review government policies and legislation relevant to the Legislature.	<ul style="list-style-type: none"> – As per the <i>House of Assembly Accountability, Integrity and Administration Act</i>, the House of Assembly is required to follow policies of the Executive branch where no comparable policy exists specific to the Legislature. – A total of <u>19</u> financial and administrative policies/guidelines specific to the Legislature have been developed and approved to improve internal controls. – A majority of these policies/guidelines were developed and proposed following a review of the comparable government policy/guideline, and



	<p>tailored to meet specific needs of the Legislature.</p> <ul style="list-style-type: none"> - Some were developed to provide guidance with respect to provisions of the <i>Members' Resources and Allowances Rules</i>. Due to their nature, no comparable policy/guidelines existed in the Executive branch.
<p>Based on the review of government policies, identified revised policies specific to the Legislature to improve internal controls.</p>	<ul style="list-style-type: none"> - The following new policies were developed and approved during the reporting period: <ul style="list-style-type: none"> o Policy for Hiring External Consultants o Professional Development Policy for Constituency Assistants - In addition, 5 existing policies were amended to improve internal controls. These included: <ul style="list-style-type: none"> o Cellular & Landline Phone Services Policy for Members and Constituency Assistants o Cellular & Landline Phone Services Policy for Employees of the House of Assembly Service, Statutory Offices and Caucus Offices o Tuition Assistance Program for the Legislature o Advertising Policy for Members of the House of Assembly o Printing Policy for Members of the House of Assembly.
<p>Based on the review of relevant legislation, identified required legislative changes or amendments specific to the Legislature</p>	<ul style="list-style-type: none"> - A review of all Directives approved by the Commission since 2007 was conducted to determine if there were any that could be incorporated directly into the Rules. - This review, completed prior to March 31, 2011, determined that 8 Directives could be incorporated directly into the Rules. Due to the detailed process for the Management Commission to approved rule amendments, they did not come into force until July 2011.
<p>Policy changes and legislative amendments developed and proposed as necessary.</p>	<ul style="list-style-type: none"> - A number of other legislative amendments have been made to the <i>House of Assembly Accountability, Integrity and Administration Act</i> (the Act) and the <i>Members' Resources and Allowances Rules</i> (the Rules) which is subordinate legislation to the Act. - The rule amendments were made to sections respecting Accommodations and Meal Allowances for Members, Committee Allowance for Members, Modes of Travel for Members, and the leasing process for Constituency Offices of Members.



	<ul style="list-style-type: none">- A number of required changes also occurred to policies/guidelines as a result of issues arising following their initial development and approval.- Policies/guidelines respecting Purchasing, Advertising, Tuition Assistance and Hiring Replacement Constituency Assistants were developed and approved.
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Discussion of Results:

The House of Assembly Service is pleased with the progress made toward improving internal controls and processes for the entire Legislature. During the reporting period, the Green Report recommendations related to internal controls and processes were implemented. Improvements to financial tracking and reporting, and inventory management, combined with the broad range of policies/guidelines that are now in place, ensures appropriate accountability with respect to the use of public funds. It also ensures that the expenditures of Members are in compliance with the provisions of the *Members' Resources and Allowances Rules*, and provides for greater transparency of the financial operations of the Legislature to the people of Newfoundland and Labrador.



ISSUE 2: IMPROVED ACCOUNTABILITY

The Review Commission on Constituency Allowances and Related Matters identified the need for increased openness and accountability by the Legislature to the citizens of the Province. It recommended appropriate documentation and records management processes as well as enhanced access for the public and the media to all proceedings of the House of Assembly, including the House of Assembly Management Commission and Committees of the House.

Goal: By March 31, 2011, the House of Assembly Service will have improved systems and processes in place to support the accountability of the House of Assembly Service and its practices.

Measure: Will have improved systems and processes in place

Indicator	Actual Results
TRIM Records Management system is in place and being used by all employees of HOAS.	<ul style="list-style-type: none">- Training in the TRIM system was provided to <u>51</u> employees of the House of Assembly Service.- The TRIM Records Management System initially went live as of December 7, 2007. Final roll-out for the entire House of Assembly Service was phased in on April 1, 2009, and May 1, 2009.
Increased access to proceedings of the House of Assembly and its Committees.	<ul style="list-style-type: none">- The Journal of the House of Assembly from 2009-present is available on the House of Assembly website.- A search tool for Tabled Documents was made available on the website as of March 2010.- Content has been increased and enhanced in various sections of the site. For example, Hansards dating back to 1991 and indexes to Hansards dating back to 1999 are now available.- Beginning March 2009, live webcasts of the proceedings of the House were available on the website. On-demand archived webcasts are available dating back to March 2009.- Audio of Committee meetings is now broadcast live internally to the Confederation Building complex.- In areas reached by fibre optic cable, the House of Assembly TV channel now re-broadcasts the day's proceedings at 8:00 pm the same day (if the House is not sitting in the evening).



Objective: By March 31, 2011, the House of Assembly Service will have enhanced information management and access services available to the Members and to the public.

Measure: Will have enhanced information management and access services available to the Members and to the public.

Indicator	Actual Results
<p>A House of Assembly Intranet available to Members and staff.</p>	<ul style="list-style-type: none"> - The structure and design of the Intranet was completed and the site populated with approximately 40% of the content by March 31, 2011. - Based on various factors (potential turnover in Members/political staff following the election, etc.), a decision was made to delay full roll-out of the Intranet until after the General Election in October 2011. - Select staff members of the House of Assembly Service have been provided with access to the Intranet site with the purpose of assisting in the testing and refinement of the site. - Work is on schedule for the implementation and roll-out of the Intranet to the entire House of Assembly Service, Members and political staff shortly after the General Election in October 2011.
<p>Continued development of new products and services provided via the House of Assembly website.</p>	<ul style="list-style-type: none"> - A wide range of new products and services are now available via the House of Assembly website (www.assembly.nl.ca). - Content has been increased and enhanced in various sections of the site. The following reports are now available: <ul style="list-style-type: none"> ▪ Attendance of Members in the House of Assembly. Posted by March 31 for the previous calendar year (being done since 2009). ▪ Total compensation paid to Members by the House of Assembly. Posted by June 30 for the previous fiscal year (being done since 2009). ▪ Detailed expenditures of each Member under the categories and sub-categories of allowances, as well as a summary report. These are posted twice during each fiscal year; one for the period from April 1 to September 30 and one for the period from April 1 to March 31 (being done since October 2007).



	<ul style="list-style-type: none">- The Public Outreach and Education section of the site was re-designed and enhanced with new content, including information on the Page Program, Visiting the House of Assembly and the Speaker's Outreach Program.
Increased content broadcast via the House of Assembly channel.	<ul style="list-style-type: none">- In areas of the province with fibre optic access, the channel now broadcasts 24/7. The continuous loop of content includes biographies and contact information for Members, information about the business and workings of the House, Season's Greetings messages from Members during the month of December, bi-election pole information, etc.- The channel now re-broadcasts the day's proceedings at 8:00pm the same day (if the House is not sitting in the evening), in areas with fibre optic access.
Privacy training provided to Members and staff of the House of Assembly.	<ul style="list-style-type: none">- A privacy training program for Members, Political staff and staff of the House of Assembly Service was developed.- Training has been offered to all 48 Members and their staff. Five Members and 18 political staff representing an additional 14 Members have requested and received the training.- Privacy training has been provided to all staff of the House of Assembly Service.

Discussion of Results:

The Review Commission on Constituency Allowances and Related Matters strongly reinforced the need for the Legislature to create an environment that is transparent and accountable to the people of Newfoundland and Labrador through improved access to information on its operations.

Accomplishments to improve access to information and accountability have been substantial during the 2008-2011 reporting period. The implementation of the TRIM Records Management System to all employees of the House of Assembly Service has contributed significantly to overall improvement of records management practices within the Legislature. The expansion and continued development of the House of Assembly website has allowed the Legislature to effectively provide the general public with the most current and up-to-date information regarding its operations. Having the House of Assembly TV channel broadcasting 24/7 in various areas of the province also facilitates the efficient flow of information. Effective use of communication tools such as the



website and TV channel now makes the House of Assembly and its operations widely accessible to people throughout Newfoundland and Labrador, regardless of their physical location.

While the goal of having a House of Assembly Intranet site available as of March 31, 2011 was not achieved, the decision to delay final implementation to Members and Political staff was made to facilitate the roll-out based on various factors, including the October 2011 General Election.



ISSUE 3: PUBLIC EDUCATION & OUTREACH

The House of Assembly Service recognizes the value of a public that is well-informed in matters relating to the role and operations of the Legislature. Education and outreach are important components to increase awareness and understanding of the role of the Legislature and help build confidence and trust in elected officials. During this planning cycle, the House of Assembly Service developed various educational activities and publications to assist in enhancing the knowledge of the public and to encourage students to take an active interest and role in the operations of the House of Assembly.

Goal: By March 31, 2011, the House of Assembly Service will have developed a strategy to increase awareness and understanding of the public on the role and operations of the House of Assembly.

Measure: Will have developed a strategy to increase awareness and understanding of the public of the role and operations of the House of Assembly.

Indicator	Actual Results
Educational and promotional materials are developed	<ul style="list-style-type: none">- House of Assembly Visitors Guide developed for distribution to visitors (tour groups and Public Gallery visitors).- Series of information brochures developed on the following topics: Role of the Speaker, Office of the Clerk, and the Speaker's Outreach Program.- Activity sheet developed on historical and factual information regarding the House of Assembly Chamber. Distributed to schools and other groups participating in tours of the House of Assembly.- House of Assembly bookmark developed for distribution to schools and other groups promoting visits to the House and the House of Assembly website.
Strategy developed to promote awareness in public school system	<ul style="list-style-type: none">- Speaker's Outreach Program was introduced to schools throughout the province in January 2009 through correspondence with the four school board district offices (Eastern, Central, Western and Labrador).- The objective of the Program is to promote awareness and understanding of the House of Assembly and the democratic process to students through a non-partisan approach.- Information packages on the Program were sent to all schools in Newfoundland and Labrador



	<p>encompassing the target grade-levels (Grades 7-9, Levels I-III) in September 2010. The packages were also sent to the four school board district offices.</p> <ul style="list-style-type: none"> - A total of <u>13</u> school visits conducted throughout the province in the following areas: St. John's; the Burin and Bonavista Peninsula's; Central and Western Newfoundland; and southern Labrador. While this number might seem low, the Speaker's availability for conducting visits was subject to a variety of factors including sittings of the House, duties associated with his role as an MHA, and other administrative responsibilities of the Speaker in relation to the operations of the Legislature.
<p>Special events are held to promote understanding of legislature</p>	<ul style="list-style-type: none"> - Officials from the House of Assembly have participated in 4 Executive Cafés, a learning and development opportunity offered to new executives in the Executive Branch of Government. Information is provided on the structure and role of the Legislature, and the supports available from the House of Assembly. - In addition to the Executive Cafés, 11 information sessions on the House of Assembly were conducted by the Clerk in the House of Assembly Chamber. Supported the House of Assembly's first-ever participation in the Public Service Week Expo in June 2009, which provided an opportunity for all House of Assembly Service divisions and Statutory Offices to promote their role and work to the entire Public Service. Participation continued in Public Service Expo - June 2010, and June 2011. - Provided the Newfoundland and Labrador Youth Parliament (NLYP) access to the House of Assembly Chamber to conduct annual deliberations each year. The House of Assembly included funding for NLYP in its 2010/11 budget which helped them to provide a stronger session for its delegates. The assistance helped NLYP expand the program by marketing to attract more delegates from outside the Capital region, and providing financial assistance for travel and accommodations for delegates from rural areas. Funding for NLYP is also included in the 2011/12 budget.
<p>Enhanced use of House of Assembly website for</p>	<ul style="list-style-type: none"> - A new section dedicated to Public Education and Outreach was first added in 2010 on the House of



educational purposes	Assembly website (www.assembly.nl.ca). It currently includes a variety of information such as: photos of the Chamber and gifts given by other provinces when Newfoundland joined confederation; history of the Legislature, the Page program; terms used in the House of Assembly; tours of the House of Assembly; visiting the Public Galleries; and the Speaker's Outreach Program.
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Objective: By March 31, 2011, the House of Assembly Service will have implemented priority areas of the strategy.

Measure: Will have implemented priority areas of the strategy.

Indicator	Actual Results
Information package on the Speaker's Outreach Program will be developed.	<ul style="list-style-type: none"> - An information package was distributed to all schools in Newfoundland and Labrador encompassing the target grade levels for the program. - The package included a letter from the Speaker of the House of Assembly to the school Principal inviting participation in the Program; informational brochure explaining the objective of the Program, topics covered, how to request a visit, etc.; and other supplementary materials that would be utilized during or after the visit from the Speaker.
Educational materials developed on a variety of topics related to the operations of the Legislature.	<ul style="list-style-type: none"> - Informational brochures on the Role of the Speaker, the Office of the Clerk and the Speaker's Outreach Program were developed and approved. - A comprehensive PowerPoint presentation was developed for use in the Speaker's Outreach Program that included video clips and photos. It covered topics such as an overview and history of the House of Assembly; photo tour of the Chamber; Role of the Speaker, Members, Table Officers and Sergeant-at-Arms; how laws are made; as well as the Page Program and Youth Parliament. - A poster to promote the House of Assembly Page Program was developed and distributed for posting in several post-secondary institutions in the St. John's and surrounding areas.



<p>Increased use of the House of Assembly television channel and the House of Assembly website as a medium to communicate intended messages and information related to Public Outreach and Education.</p>	<ul style="list-style-type: none">- An advertisement on the Page Program including the duties of a Page, and how one would apply to the Program, is broadcast on the House of Assembly channel when vacancies occur. The advertisement includes video footage of Pages performing their duties on the floor of the Chamber and highlights the unique experience of being a Page in the House of Assembly.- The Public Education and Outreach section of the House of Assembly website was further developed to include information on the Page Program and the Speaker’s Outreach Program. The Page Program section highlights the duties of a Page and how one would apply if interested; and the Speaker’s Outreach Program section includes information on the objective of the Program, topics covered during the visit, and how a school can request a visit if necessary.
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Discussion of Results:

The House of Assembly Service has made significant advancements during the reporting period in the area of Public Education and Outreach. Prior to 2007, education and outreach activities of the Legislature were minimal, with tours of the House of Assembly, and viewing proceedings when the House is in Session being the only educational opportunities available to the public. While these opportunities continue to be a pivotal component of our education and outreach efforts, the strategy now consists of many other components that serve to create awareness of the House of Assembly, its operations and the role of our elected officials.

Extended use of the House of Assembly’s own communications media (the website and broadcast channel) have facilitated the delivery of information to a much broader audience. Through the use of these tools, the House of Assembly is now accessible not only to those in the St. John’s and surrounding areas who can visit the Legislature, but to individuals across the island and throughout Labrador.

Development of the Speaker’s Outreach Program, to create awareness and understanding of the Legislature among children and youth, has also enabled the House of Assembly to reach a broader audience. The geographic characteristics of the province often make it difficult for some schools to come to the House of Assembly, but this program provides an opportunity for the Speaker to “bring the House of Assembly” to the students who are unable to visit.



OPPORTUNITIES & CHALLENGES

The work of the House of Assembly Service in recent years has been guided through the implementation of the recommendations included in the Green Report. A transparent and accountable administrative framework for the Legislature, which was the central focus of the Report, has now been established.

The televising of Commission meetings, the posting of all Commission briefing materials on the website, and the publishing of all Members' financial reports have led to an unprecedented level of openness and accountability in the House of Assembly. The House of Assembly Service now has an opportunity to shift its focus to the achievement of other goals while ensuring that transparency and accountability are embedded in all policies, procedures and operations of the House.

Regardless of the area of operations on which it may choose to focus, the House of Assembly Service will always need to uphold one fundamental principle: the operations of the Legislature need to be transparent and accountable to the people of the Newfoundland and Labrador.



FINANCIAL INFORMATION

Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund
for the Year Ended 31 March 2011 (Unaudited)

LEGISLATURE Statement of Expenditure and Related Revenue FOR THE YEAR ENDED 31 MARCH 2011

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.01. ADMINISTRATIVE SUPPORT			
01. Salaries	1,735,083	1,741,300	1,808,000
02. Employee Benefits	5,930	7,000	7,000
03. Transportation and Communications	44,222	64,800	64,800
04. Supplies	45,333	46,200	46,200
05. Professional Services	107,898	209,600	220,000
06. Purchased Services	89,816	106,000	153,000
07. Property, Furnishings and Equipment	109,140	131,300	164,000
	<u>2,137,422</u>	<u>2,306,200</u>	<u>2,463,000</u>
02. Revenue - Provincial	(986)	-	-
Total: Administrative Support	<u>2,136,436</u>	<u>2,306,200</u>	<u>2,463,000</u>
1.1.02. LEGISLATIVE LIBRARY AND RECORDS MANAGEMENT			
01. Salaries	691,400	699,300	699,300
02. Employee Benefits	2,041	3,700	3,700
03. Transportation and Communications	9,550	16,700	16,700
04. Supplies	44,011	61,200	61,200
05. Professional Services	43,687	100,000	100,000
06. Purchased Services	26,155	42,100	42,100
07. Property, Furnishings and Equipment	-	19,300	50,000
	<u>816,844</u>	<u>942,300</u>	<u>973,000</u>
02. Revenue - Provincial	(3,186)	(6,000)	(6,000)
Total: Legislative Library and Records Management	<u>813,658</u>	<u>936,300</u>	<u>967,000</u>
1.1.03. HANSARD AND THE BROADCAST CENTRE			
01. Salaries	602,038	604,100	619,100
02. Employee Benefits	1,036	1,500	1,500
03. Transportation and Communications	8,761	14,000	14,000
04. Supplies	6,696	7,000	7,000
05. Professional Services	-	7,000	7,000
06. Purchased Services	177,698	303,000	303,700
07. Property, Furnishings and Equipment	203,348	203,400	172,000
Total: Hansard and the Broadcast Centre	<u>999,577</u>	<u>1,140,000</u>	<u>1,124,300</u>



LEGISLATURE (CONTINUED)

	<u>Actual</u>	<u>Estimates</u>	
		<u>Amended</u>	<u>Original</u>
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.04. MEMBERS' RESOURCES			
01. Salaries	5,892,389	5,914,100	6,106,800
03. Transportation and Communications	1,751	20,000	20,000
05. Professional Services	10,400	10,400	-
06. Purchased Services	2,317	5,000	5,000
09. Allowances and Assistance	1,480,203	2,829,000	2,829,000
	7,387,060	8,778,500	8,960,800
02. Revenue - Provincial	(129,313)	-	-
Total: Members' Resources	7,257,747	8,778,500	8,960,800
1.1.05. HOUSE OPERATIONS			
01. Salaries	452,318	461,600	303,600
02. Employee Benefits	6,338	9,900	9,900
03. Transportation and Communications	62,826	119,600	162,600
04. Supplies	11,742	20,500	20,500
05. Professional Services	960	3,900	3,900
06. Purchased Services	24,977	43,000	43,000
07. Property, Furnishings and Equipment	1,373	1,700	1,700
10. Grants and Subsidies	15,238	15,300	15,300
Total: House Operations	575,772	675,500	560,500
1.1.06. GOVERNMENT MEMBERS CAUCUS			
01. Salaries	618,074	627,100	690,100
02. Employee Benefits	520	2,000	2,000
03. Transportation and Communications	20,374	34,800	34,800
04. Supplies	8,693	14,100	14,100
06. Purchased Services	8,978	11,500	11,500
07. Property, Furnishings and Equipment	1,275	4,400	4,400
10. Grants and Subsidies	51,988	52,100	52,100
Total: Government Members Caucus	709,902	746,000	809,000
1.1.07. OFFICIAL OPPOSITION CAUCUS			
01. Salaries	829,790	829,900	689,700
02. Employee Benefits	1,239	1,600	1,600
03. Transportation and Communications	66,000	67,200	67,200
04. Supplies	14,864	16,600	16,600
06. Purchased Services	16,255	16,600	16,600
07. Property, Furnishings and Equipment	1,070	3,700	3,700
10. Grants and Subsidies	9,902	10,000	10,000
Total: Official Opposition Caucus	939,120	945,600	805,400



LEGISLATURE (CONTINUED)

	<u>Actual</u>	<u>Estimates</u>	
		<u>Amended</u>	<u>Original</u>
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.08. THIRD PARTY CAUCUS			
01. Salaries	322,155	324,300	324,300
02. Employee Benefits	487	800	800
03. Transportation and Communications	13,210	23,400	23,400
04. Supplies	5,183	7,800	7,800
06. Purchased Services	2,110	4,000	4,000
07. Property, Furnishings and Equipment	616	1,800	1,800
10. Grants and Subsidies	9,902	10,000	10,000
Total: Third Party Caucus	353,663	372,100	372,100
TOTAL: HOUSE OF ASSEMBLY	13,785,875	15,900,200	16,062,100
TOTAL: HOUSE OF ASSEMBLY	13,785,875	15,900,200	16,062,100

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.