

House of Assembly
Newfoundland & Labrador



Colonial Building
1850-1959

Confederation Building
1960-present



2015-16
Annual Performance Report
House of Assembly Service





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MESSAGE FROM SPEAKER



I am pleased to present the 2015-16 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. Tom Osborne, 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 46 employees (38 female/8 male). 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.



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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 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

The 2015-16 reporting period included the dissolution of the 47th General Assembly and the start of the 48th General Assembly which required significant work and support by the House of Assembly Service. Following the General Election in November 2015, the 40 Members-elect for the new General Assembly were sworn in on December 18 at a ceremony held in the House of Assembly Chamber. The Speaker for the 48th General Assembly, the Honourable Tom Osborne, was elected via a secret ballot vote by all MHAs on the same day.

During the Spring sitting of the Legislature, a new segment, called Honour 100, was added to the daily order paper on an interim basis. Its purpose was to pay tribute to the Centennial of the First World War and the 100th anniversary of the Battle of Beaumont Hamel by reading into the official record of the House the names of all Newfoundlanders who lost their lives. A ceremony to launch the commemoration was held in the House of Assembly on March 10, 2016. It continued throughout each regular sitting day throughout the Spring sitting with all Members of the House of Assembly each reading 40 names.



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 2015-16 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, 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.

<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 9 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 meetings of the Commission where decisions were made 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> . 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 31 decisions were made by the Management Commission during the reporting period. All decisions of the have been appropriately actioned and completed where possible.
Updated and maintained manuals and templates that support the work of the Commission as necessary.	The members of the Management Commission for the 48 th General Assembly were appointed following the 2015 General Election. Orientation materials for new members of the Commission were updated and an orientation session delivered prior to their meeting on March 16, 2016.

Discussion of Results

The House of Assembly Service fulfilled its mandate to support the operations of the House of Assembly Management Commission throughout the 2015-16 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.

Orientation materials for new members of the Management Commission were updated during the reporting period and an orientation session delivered following the appointment of the Management Commission for the 48th General Assembly.



By March 31, 2017, 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, 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.

<i>Planned Results</i>	<i>Actual Results</i>
Conducted consultations with identified target audiences and stakeholders on the digital presence of the House of Assembly.	– Consultations were conducted with identified target audiences between April and August 2015, including: <ul style="list-style-type: none"> ○ MHAs ○ Constituency assistants ○ Caucus staff ○ HOAS employees ○ Table officers ○ Members of the press gallery
Developed a social media strategy that is incorporated into the digital presence of the House of Assembly.	– A strategy was developed to create a social media presence using Twitter. Guidelines on the Use of Twitter by the House of Assembly were approved in February 2016, including communication objectives,



<p>Commenced work on the technical, content, design and roll-out strategies for the digital presence of the House of Assembly.</p>	<p>content principles, and approval process for content.</p> <ul style="list-style-type: none">- The official Twitter account for the House of Assembly was launched in March 2016, prior to the opening of the Spring sitting.- Guidelines for Employees on the Use of Social Media as a Private Citizen were approved in March 2016 and distributed to employees.- The website review committee developed a proposed structure and content outline which was approved in February 2016.- A proposed web design and homepage was also developed and approved in March 2016.
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Discussion of Results

A significant amount of work was completed on the digital presence of the House of Assembly during the reporting period. In addition to the work completed on the website restructuring and redesign, the House of Assembly also developed a strategy for the use of social media and launched its official Twitter account (@NL_HOA).

The consultations with identified target audiences on the House of Assembly website proved to be very helpful to the review committee in developing a proposed structure and design for the new website. The committee presented the proposed structure, content outline and website design to the Clerk in March 2016 and approval was given to proceed with development of the new House of Assembly website.

By March 31, 2017, the House of Assembly Service will have continued work on the website according to review recommendations.

Measure:

Continued work on the website according to the review recommendations.

Indicators:

- Drafted website content as per the approved content outline.
- Commenced development and design work on the new House of Assembly website.
- Commenced development of the roll-out strategy for the new House of Assembly website.



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 took place on November 30, 2016 which required a great deal of additional planning and work by the HOAS to ensure the necessary tools and resources were in place to meet the needs of both the incoming and outgoing Members.

Objectives:

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:

<i>Planned Results</i>	<i>Actual Results</i>
Revised and updated Member guides, manuals and orientation materials as required.	<ul style="list-style-type: none">– A new Members’ Administration Guide was developed and distributed in November 2015.– A new Members’ Parliamentary Guide was developed and distributed in February 2016.– Other orientation materials for Members of the House of Assembly were developed including:<ul style="list-style-type: none">○ Constituency office operations & resources○ Expense claims & purchasing○ Ethics & accountability○ Reports, disclosure & records○ Travel, living & constituency allowances○ Parliamentary procedures & practice○ Parliamentary services & resources○ Respect & civility



<p>Provided training and orientation to newly elected Members and their staff as required.</p> <p>Provided ongoing services to Members as required to support them in carrying out their roles.</p>	<ul style="list-style-type: none">- Following the 2015 General Election, training and orientation sessions were provided to all newly elected Members. Orientation sessions on the <i>Members' Resources and Allowances Rules</i> were also offered to Constituency assistants.- Following the General Election, a significant amount of work was done to ensure that both newly elected and returning Members were provided with the resources required to do their work. This included setting up constituency offices and ensuring the appropriate resources and equipment were available to operate the office, and the hiring of constituency assistants.- On an ongoing basis, non-partisan services provided to Members include support in submitting and processing expense claims; purchasing goods and services; parliamentary advice; as well as library services such as research and reference.
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Discussion of Results

The core mandate of the House of Assembly Service is to provide non-partisan support, services and advice to all 40 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.

Following the 2015 General Election, all newly elected Members of the House of Assembly were provided with an orientation to their roles and responsibilities, the *Members' Resources and Allowances Rules*, policies and parliamentary authorities that are applicable. A session on respect and civility, particularly as it pertains to conduct and decorum during House proceedings, was delivered to all Members prior to the opening of the Spring sitting. This was the first time Members were offered this type of training.



By March 31, 2017, the House of Assembly Service will have provided the necessary support to Members of the House of Assembly.

Measure:

Provided 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 2016-17 reporting period will present several opportunities and challenges for the House of Assembly Service, particularly as it moves forward with its efforts to update and improve the digital presence of the House of Assembly. With advances in technology, citizens have even greater expectations with respect to availability of information and the ease at which that information is available.

During the consultation process for the website, all target audiences were generally pleased with the amount and type of information that was available, but indicated it was often difficult to find information and in some cases difficult to understand. As the HOAS proceeds with developing and structuring content for its new website, it needs to be diligent to ensure that finding information is intuitive to the end user and that the information is presented in language that is easily understood.

The HOAS must be strategic as it moves forward with its efforts in social media. While there are challenges associated with using social media as a communication tool, it is an effective way of reaching a large audience at a low cost. Social media also presents a great opportunity to engage youth and increase their interest in the democratic process. The challenge moving forward will be ensuring that the information presented via social media remains relevant, informative and engaging to citizens.



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 2016

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.01. ADMINISTRATIVE SUPPORT			
01. Salaries	1,933,788	1,939,500	1,932,200
Operating Accounts:			
Employee Benefits	4,776	4,800	4,500
Transportation and Communications	66,292	72,500	72,500
Supplies	25,695	47,500	36,200
Professional Services	71,150	71,200	71,100
Purchased Services	56,417	73,400	62,000
Property, Furnishings and Equipment	45,731	92,100	92,500
02. Operating Accounts	270,061	361,500	338,800
	2,203,849	2,301,000	2,271,000
02. Revenue - Provincial	(9,440)	-	-
Total: Administrative Support	2,194,409	2,301,000	2,271,000
1.1.02. LEGISLATIVE LIBRARY AND RECORDS MANAGEMENT			
01. Salaries	650,110	654,700	654,700
Operating Accounts:			
Employee Benefits	2,086	2,100	900
Transportation and Communications	6,433	8,100	10,200
Supplies	47,006	47,900	47,000
Purchased Services	8,450	8,500	8,500
02. Operating Accounts	63,975	66,600	66,600
Total: Legislative Library and Records Management	714,085	721,300	721,300



REPORT ON THE PROGRAM EXPENDITURES AND REVENUES OF THE CONSOLIDATED FUND

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	616,232	628,600	638,600
Operating Accounts:			
<i>Employee Benefits</i>	700	700	600
<i>Transportation and Communications</i>	3,780	5,800	6,100
<i>Supplies</i>	19,577	20,000	7,900
<i>Purchased Services</i>	163,307	251,500	263,700
<i>Property, Furnishings and Equipment</i>	9,935	10,300	10,000
02. Operating Accounts	197,299	288,300	288,300
Total: Hansard and the Broadcast Centre	813,531	916,900	926,900
1.1.04. MEMBERS' RESOURCES			
01. Salaries	7,667,961	7,667,800	6,660,300
Operating Accounts:			
<i>Transportation and Communications</i>	12,521	33,000	33,000
<i>Purchased Services</i>	19,896	41,100	41,100
02. Operating Accounts	32,417	74,100	74,100
09. Allowances and Assistance	1,673,578	2,365,600	2,365,600
	9,363,956	10,107,500	9,100,000
02. Revenue - Provincial	(143,933)	-	-
Total: Members' Resources	9,220,023	10,107,500	9,100,000
1.1.05. HOUSE OPERATIONS			
01. Salaries	247,663	253,800	322,100
Operating Accounts:			
<i>Employee Benefits</i>	3,050	5,900	5,900
<i>Transportation and Communications</i>	37,269	122,700	125,700
<i>Supplies</i>	15,681	16,800	14,500
<i>Professional Services</i>	2,220	3,900	3,900
<i>Purchased Services</i>	47,628	48,200	47,500
<i>Property, Furnishings and Equipment</i>	-	1,700	1,700
02. Operating Accounts	105,848	199,200	199,200
10. Grants and Subsidies	13,388	18,400	18,400
	366,899	471,400	539,700
Total: House Operations	366,899	471,400	539,700



LEGISLATURE (CONTINUED)

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
HOUSE OF ASSEMBLY			
HOUSE OF ASSEMBLY			
<i>CURRENT</i>			
1.1.06. GOVERNMENT MEMBERS CAUCUS			
01. Salaries	626,478	631,600	571,400
Operating Accounts:			
<i>Employee Benefits</i>	-	-	1,300
<i>Transportation and Communications</i>	19,468	19,700	23,400
<i>Supplies</i>	11,190	12,000	11,200
<i>Purchased Services</i>	16,867	16,900	9,300
<i>Property, Furnishings and Equipment</i>	614	700	2,500
02. Operating Accounts	48,139	49,300	47,700
10. Grants and Subsidies	39,791	39,800	38,900
Total: Government Members Caucus	714,408	720,700	658,000
1.1.07. OFFICIAL OPPOSITION CAUCUS			
01. Salaries	1,290,115	1,296,300	1,187,900
Operating Accounts:			
<i>Employee Benefits</i>	1,997	2,900	2,900
<i>Transportation and Communications</i>	42,757	62,300	72,800
<i>Supplies</i>	13,014	17,100	20,800
<i>Purchased Services</i>	17,556	21,300	18,700
<i>Property, Furnishings and Equipment</i>	371	1,900	5,400
02. Operating Accounts	75,695	105,500	120,600
10. Grants and Subsidies	18,473	21,400	22,300
Total: Official Opposition Caucus	1,384,283	1,423,200	1,330,800
1.1.08. THIRD PARTY CAUCUS			
01. Salaries	408,157	409,500	424,100
Operating Accounts:			
<i>Employee Benefits</i>	-	400	1,000
<i>Transportation and Communications</i>	14,675	18,800	24,400
<i>Supplies</i>	4,442	5,600	9,300
<i>Purchased Services</i>	9,552	10,900	9,400
<i>Property, Furnishings and Equipment</i>	531	1,100	1,900
02. Operating Accounts	29,200	36,800	46,000
10. Grants and Subsidies	11,102	11,200	11,200
Total: Third Party Caucus	448,459	457,500	481,300
TOTAL: HOUSE OF ASSEMBLY	15,856,097	17,119,500	16,029,000
TOTAL: HOUSE OF ASSEMBLY	15,856,097	17,119,500	16,029,000