

**Treasury Report: Bilateral Briefing for Votes Office of the Clerk and Parliamentary Service - Budget 2007**

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<b>Date:</b>	15 February 2007	<b>Treasury Priority:</b>	<b>High</b>
<b>Security Level:</b>		<b>Report No:</b>	T2007/147

**Action Sought**

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	<b>Action Sought</b>	<b>Deadline</b>
Minister of Finance (Hon Dr Michael Cullen)	<b>Read</b> the attached bilateral briefing before your meeting with the Speaker.	Tuesday 20 February 2007 at 9.00 am.
Associate Minister of Finance (Hon Trevor Mallard)	<b>Read</b> the attached bilateral briefing before your meeting with the Speaker.	Tuesday 20 February 2007 at 9.00 am.

**Contact for Telephone Discussion (if required)**

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<b>Name</b>	<b>Position</b>	<b>Telephone</b>	<b>1st Contact</b>
<i>[information deleted in order to protect the privacy of natural persons, including deceased people]</i>			
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**Enclosure: Yes**

## Treasury Report: Bilateral Briefing for Votes Office of the Clerk and Parliamentary Service – Budget 2007

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Attached is a briefing for the bilateral between the Minister of Finance and Hon Margaret Wilson at 9.00 am on Tuesday 20 February 2007 to discuss the budget initiatives for Votes Office of the Clerk and Parliamentary Service.

The bilateral briefing is structured as follows:

Recommendations	p. 3
Analysis by Vote	p. 12
One-page initiative summaries	p. 21

	Ongoing operating funding sought		Treasury view	
	\$ million	% baseline	\$ million	% baseline
Office of the Clerk	1.535	10.6%	0.473	3.3%
Parliamentary Service	10.922	10.5%	4.107	3.9%

We expect the focus of discussion will be in the Vote: Parliamentary Service, and in particular, their remuneration and staffing issues, and Member support more generally. Treasury's view is that:

*[information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

- Member support would be more effectively enhanced via the proposed extension to the Parliamentary network, which would increase efficiency and free up support funding otherwise dedicated to IT requirements.

### Recommended Action

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We recommend that you **read** the attached briefing and use it as the basis for making decisions in your bilateral with Hon Margaret Wilson at 10.00 am on Tuesday 20 February 2007.

*[information deleted in order to protect the privacy of natural persons, including deceased people]*  
for Secretary to the Treasury

**Hon Dr Michael Cullen**  
Minister of Finance

## Recommendations

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### VOTE OFFICE OF THE CLERK

**a Host 16<sup>th</sup> Asia Pacific Parliamentary Forum (APPF) Meeting analysis p.12**

- |   |
|---|
| <ul style="list-style-type: none"><li>• Bid description: Enable the APPF meeting to be held in Auckland.</li><li>• Treasury view: Support, as Parliament has agreed to host this meeting.</li></ul> |
|---|

	\$million - increase/(decrease)				
	2006/07	2007/08	2008/09	2009/10	2010/11 & Outyears
<i>Operating (GST excl)</i>					
Department	-	1.525	-	-	-
Treasury	-	1.525	-	-	-

- b [information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

**c Electronic Document Management and Records Management System (EDRMS)**

**analysis p.12**

- Bid description: Upgrade and amalgamate the document and records management systems. There are currently a number of systems.
- Treasury view: Support, as it will enable the Office to operate more efficiently and assist in compliance with the Public Records Act 2005.

	<i>\$million - increase/(decrease)</i>				
	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11 &amp; Outyears</i>
<i>Operating (GST excl)</i>					
Department	-	0.352	0.252	0.252	0.252
Treasury	-	0.352	0.252	0.252	0.252
<i>Capital (GST excl)</i>					
Department	-	0.277	-	-	-
Treasury	-	0.277	-	-	-

**d Chamber Support Capability**

**analysis p.13**

- Bid description: Additional capability to manage succession planning given the imminent retirement of key staff.
- Treasury view: Support, as some additional staff are required, but at a lower level given the small size of the team.

	<i>\$million - increase/(decrease)</i>				
	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11 &amp; Outyears</i>
<i>Operating (GST excl)</i>					
Department	-	0.315	0.315	0.315	0.315
Treasury	-	0.105	0.105	0.105	0.105

**e Increase in Radio Broadcasting of Parliament Costs****analysis p.13**

- Bid description: To meet the increased costs of radio broadcasting.
- Treasury view: Support, as the increase in contract costs is unlikely to be absorbed by the Office given pressures around forward planning.

	<i>\$million - increase/(decrease)</i>				
	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11 &amp; Outyears</i>
<i>Operating (GST excl)</i>					
Department	-	0.083	0.083	0.083	0.083
Treasury	-	0.083	0.083	0.083	0.083

**f Simultaneous Interpretation of Te Reo Māori into English****analysis p13**

- Bid description: To provide simultaneous interpretation of Te Reo Māori in the House.
- Treasury view: Support.

	<i>\$million - increase/(decrease)</i>				
	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11 &amp; Outyears</i>
<i>Operating (GST excl)</i>					
Department	0.006	0.033	0.033	0.033	0.033
Treasury	0.006	0.033	0.033	0.033	0.033
<i>Capital (GST excl)</i>					
Department	0.100	-	-	-	-
Treasury	0.100	-	-	-	-

*g [information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

## **VOTE PARLIAMENTARY SERVICE**

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l Increase in Level of Computer Support Services analysis p.17

- |   |
|---|
| <ul style="list-style-type: none"> <li>• Bid description: Additional resources to support the Parliamentary IT network.</li> <li>• Treasury view: Support, additional resources are required to maintain the Parliamentary IT network, given low satisfaction ratings.</li> </ul> |
|---|

	<i>\$million - increase/(decrease)</i>				
	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11 &amp; Outyears</i>
<i>Operating (GST excl)</i>					
Department	0.550	0.550	0.550	0.550	0.550
Treasury	0.550	0.550	0.550	0.550	0.550



**m Extended Parliamentary Computer Network**

**analysis p.17**

- Bid description: To extend the Parliamentary computer network to include all out-of-Parliament offices on a standard basis.
- Treasury view: Support, this would enable efficiencies to be made in out-of-Parliament offices and free up some member support budget currently dedicated to IT requirements.

	<i>\$million - increase/(decrease)</i>				
	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11 &amp; Outyears</i>
<i>Operating (GST excl)</i>					
Department	-	1.756	1.756	1.756	1.756
Treasury	-	1.200	1.200	1.200	1.200
<i>Capital (GST excl)</i>					
Department	-	1.840	-	-	-
Treasury	-	1.019	-	-	-

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## Vote Office of the Clerk – Analysis

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### Analysis of Initiatives

1. Funding is being sought for Vote Office of the Clerk through this bilateral. This is summarised in the table below:

	<i>\$million - increase/(decrease)</i>				
<i>Funding sought for Vote Office of the Clerk in Budget 2007</i>	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11 &amp; Outyears</i>
<i>Operating (GST excl)</i>					
At this bilateral	0.006	3.536	1.535	1.535	1.535
<i>Capital (GST excl)</i>					
At this bilateral	0.100	1.609	-	-	-

### **Host 16<sup>th</sup> Asia Pacific Parliamentary Forum (APPF) Meeting (recommendation a)**

2. The Office of the Clerk seeks funding to enable Parliament to host the 16<sup>th</sup> Asia Pacific Parliamentary Forum meeting in (Auckland) New Zealand in January 2008.
3. Treasury notes that Parliament has agreed to host the APPF meeting. Cabinet approved [CABMin (06) 46/16 refers] additional funding for 2006/07 to enable an enhanced delegation to travel to Russia for the 15<sup>th</sup> APPF meeting in preparation for the New Zealand meeting.

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### **Electronic Document and Records Management System (EDRMS) (recommendation c)**

6. The Office of the Clerk seeks additional resources to purchase, customise and implement an EDRMS.
7. Treasury supports this initiative. Currently the Office has three old systems which are not integrated. This initiative will enable the Office to produce information that is more reliable and consistent and improve the operations of the Office. It will also allow the Office to fully comply with the Public Records Act 2005.

**Chamber Support Capability** (recommendation d)

8. The Office of the Clerk seeks an additional three staff to provide Chamber support services and procedural advice and enable succession planning in this area.
9. Treasury considers that some additional support is necessary. However, an extra staff member (rather than three) would suffice to manage succession planning for a five or six person team going forward. Any further transition arrangements should be met from baselines.

**Increase in Radio Broadcasting of Parliament Costs** (recommendation e)

10. The Office of the Clerk seeks additional resources to meet the increased costs in the Contract with Radio New Zealand for the broadcasting of the House.
11. Treasury considers that this expenditure is likely to be unabsorbable given the staff transition issues.

**Simultaneous Interpretation of Te Reo Māori into English** (recommendation f)

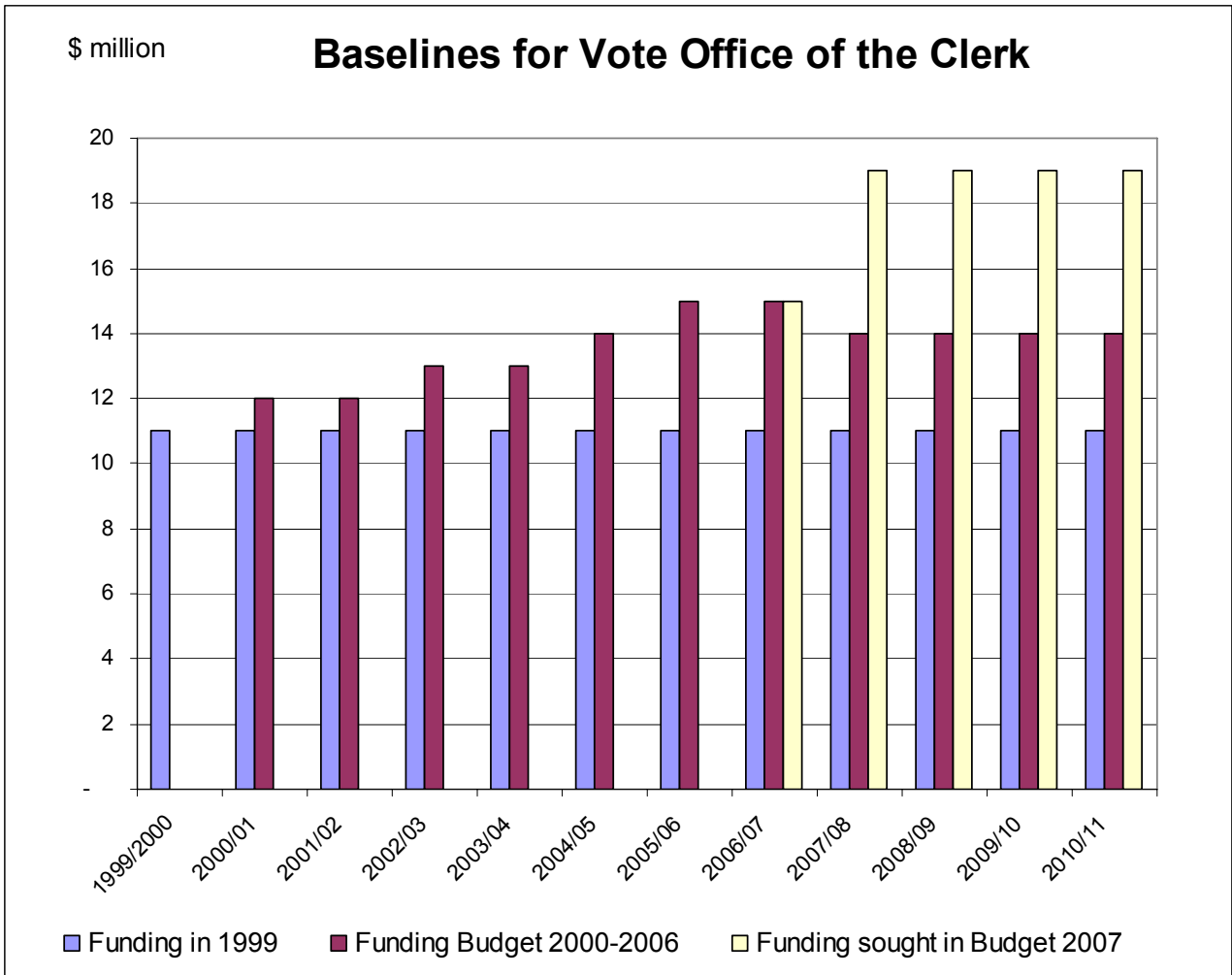
12. The Office of the Clerk seeks additional resources to implement simultaneous interpretation of Te Reo Māori into English.
13. Treasury considers that this initiative has merit and supports the proposal.

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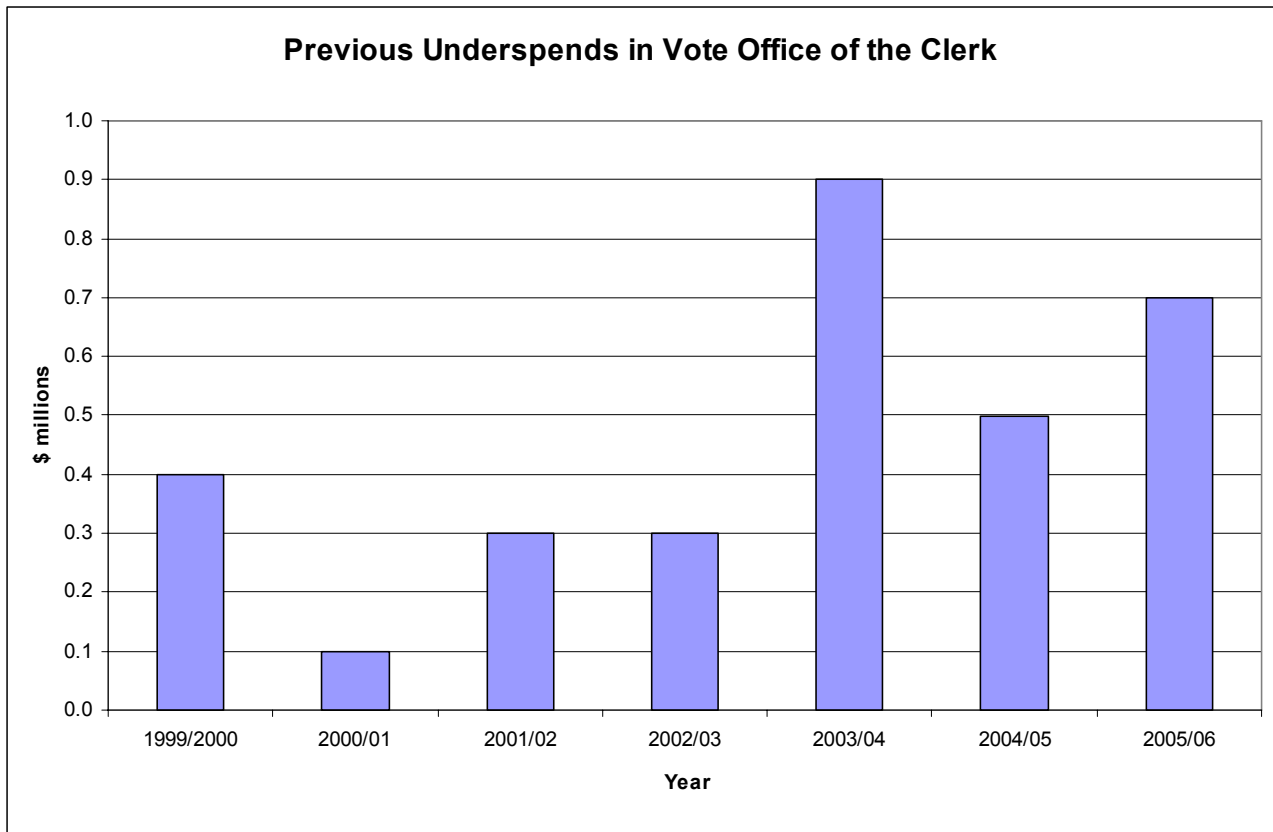
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15. *[information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

**Analysis of Vote**

16. Vote Office of the Clerk baselines are currently \$14.859 million.
17. The vote has received significant increases in the past six years due to a requirement for Māori interpretation services, increases in volume and work of select committees, increased investment in publishing systems, enhanced computer storage systems, extended radio broadcasting coverage. In addition approval has been given to go ahead with the televising of Parliament.



18. The following graph details the history of underspends in the vote.



19. The underspend in 2003/04 was largely due to an unanticipated drop in select committee work and a slow down in the E-Committee project. In 2004/05 an expense transfer was approved for a Parliamentary delegation to defer its trip to the UK and the binding of Parliamentary journals was deferred to 2005/06. In 2005/06 expense transfers were approved for inter-Parliamentary travel, delays in computer software projects and delays in binding Parliamentary journals.
20. The Office of the Clerk was not subject to the TOBA process.

## Vote Parliamentary Service– Analysis

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### Analysis of Initiatives

21. Funding is being sought for Vote Parliamentary Service through this bilateral. This is summarised in the table below:

	\$million - increase/(decrease)				
<i>Funding sought for Vote Parliamentary Service in Budget 2007</i>	<i>2006/07</i>	<i>2007/08</i>	<i>2008/09</i>	<i>2009/10</i>	<i>2010/11 &amp; Outyears</i>
<i>Operating (GST excl)</i>					
At this bilateral	0.715	9.351	10.372	10.922	10.922
<i>Capital (GST excl)</i>					
At this bilateral	6.000	4.590	3.950	7.150	3.650

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28. *[information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

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**Increase in Level of Computer Support Services** (recommendation k)

30. The Parliamentary Service seeks additional resources to enhance its level of computer support services.

31. Treasury considers that this initiative is value for money and supports it. The current satisfaction level is low and preliminary discussions with the Appropriations Review Committee suggest that this is an important issue which needs addressing urgently.

**Extended Parliamentary Computer Network** (recommendation m)

32. The Parliamentary Service seeks additional resources to extend the Parliamentary Network to all out-of-Parliament offices.

33. Treasury considers that this initiative is value for money and supports it. This proposal has had the support of a previous triennial review. However, a number of offices have only limited staff presence and extending services to these offices is of lesser value. Treasury assessment is based on one workstation per full time staff member and, if there are no full time staff members, one per member of Parliament.

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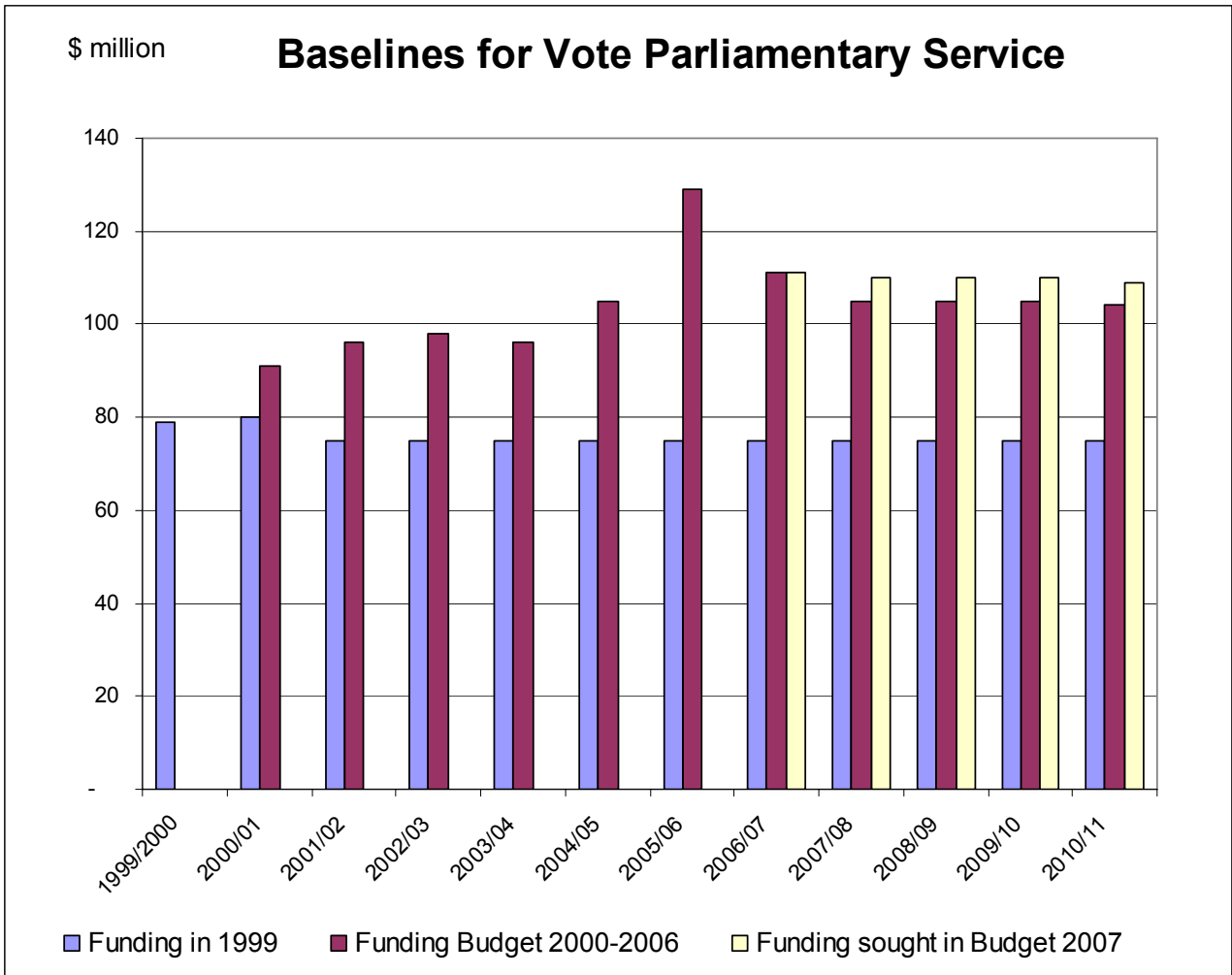
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43. *[information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

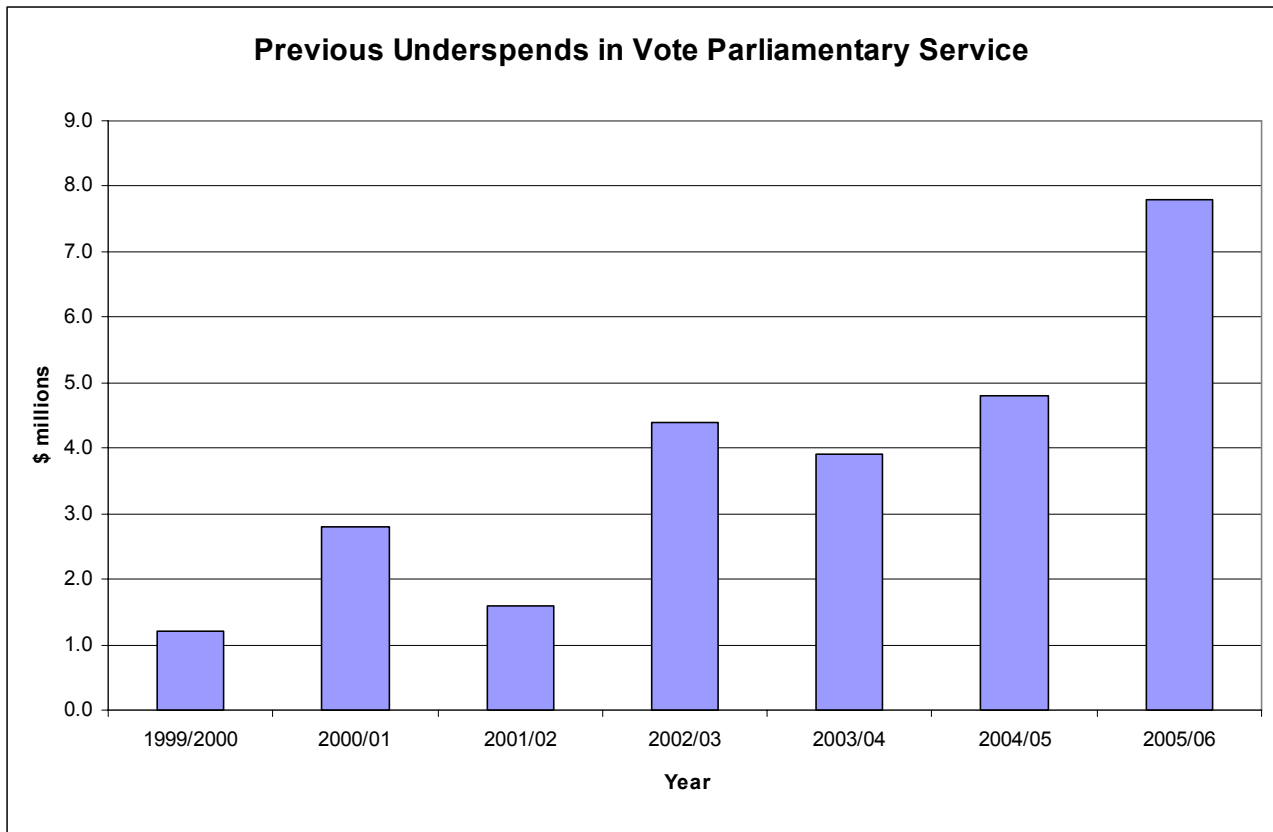
#### **Analysis of Vote**

44. Vote Parliamentary baselines are currently \$104.618 million for 2007/08.

45. The vote has received significant increases in the past six years due to increased staff remuneration packages, rent commitments and leadership funding for each political party. Capital works in 2005/06 were largely driven by the refurbishment of the Executive Wing.



46. The following graph details the history of underspends in the vote.



47. The underspends in 2002/03, 2003/04, 2004/05 and 2005/06 were largely delays in the Executive Wing refurbishment and members' of Parliament travel expenditure being below forecast. In 2005/06 \$1.8 million was expensed transferred relating to security projects and website development.
48. The Parliamentary Service was not part of the TOBA process.

## One-page Initiative Summaries

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One-page summaries of the initiatives for discussion at this bilateral are attached on subsequent pages.

**Vote:** Office of the Clerk **Portfolio Minister:** Hon Margaret Wilson

**Title:** Electronic document management and records management system (EDRMS)

**Description:** Purchase, customise and implement an EDRMS, develop and implement information management strategy, develop and support procedural and items of parliamentary business databases.

**Purpose:** Current Policy - Increase in Quality **Ranking:** 3

**Theme:** Other **Theme Objective:** Other

**Funding Sought:**

		2006/07	2007/08	2008/09	2009/10	2010/11
		\$000	\$000	\$000	\$000	\$000
Operating	Gross	0	352	252	252	252
	Saving	0	0	0	0	0
	Net	0	352	252	252	252
Capital	Gross	0	277	0	0	0
	Saving	0	0	0	0	0
	Net	0	277	0	0	0

**Performance Information:**

Either Option 1 - where performance/outputs can be expressed in a table

OR Option 2 - where performance/outputs are best expressed as text

This initiative will enable the Office to produce information that is more reliable and consistent, that can be more easily retrieved and validated, and that complies with the Public Records Act. The funding will enable a consistent approach to information management provided by an information strategy, technology to centrally and consistently record and manage information, and staffing resources to undertake this work.

**Problem Definition (provide evidence)**

The Office has undertaken publishing projects over the last three years to improve its goal of improving public access to information about Parliament. Currently the base information for these publication is written on a number of different systems. The means of writing and capture are not standardised across the Office, there are difficulties in retrieving information and there are difficulties in complying with the Public Records Act.

**How do we know this initiative will deliver the outcomes (intervention logic)?**

The development of an information strategy is a well understood and low risk path undertaken throughout the public sector. EDRM systems are now a mature, low risk technology.

**Evaluation of Initiative's contribution to Outcome**

The projects that will be funded through the initiative directly support the Office's outcome by improving its ability to provide secretariat services to the legislature.

**How could the initiative be scaled?**

The absence of one component of the project would adversely affect the remaining parts. The initiative is not scalable down.

**Vote:** Office of the Clerk **Portfolio Minister:** Hon Margaret Wilson

**Title:** Chamber support capability

**Description:** Enhance the Office's ability to provide chamber support services and procedural advice, and improve its ability to manage the risk of loss of key personnel.

**Purpose:** Current Policy - Increase in Quality **Ranking:** 4

**Theme:** Other **Theme Objective:** Other

**Funding Sought:**

		2006/07	2007/08	2008/09	2009/10	2010/11
		\$000	\$000	\$000	\$000	\$000
Operating	Gross	0	315	315	315	315
	Saving	0	0	0	0	0
	Net	0	315	315	315	315
Capital	Gross	0	0	0	0	0
	Saving	0	0	0	0	0
	Net	0	0	0	0	0

**Performance Information:**

Either Option 1 - where performance/outputs can be expressed in a table

OR Option 2 - where performance/outputs are best expressed as text

This initiative will fund three new staff to enable greater training and backup of staff in the chamber support and procedural advice areas.

**Problem Definition (provide evidence)**

The Office currently provides reliable servicing of the chamber and high quality procedural advice to presiding officers and members. This high quality servicing has largely depended on the in-depth experience of a small number of long-serving staff. Current levels of staffing mean that there are difficulties in providing backup and training to ensure that the pool of expertise and experience is larger. There is a risk to current levels of service if key staff are absent or leave.

How do we know this initiative will deliver the outcomes (intervention logic)?

Other alternatives, such as rotation, the use of technology and secondments, have been considered, and to a limited extent, implemented. However chamber support work is highly specialised and it is considered that a modest increase in numbers is required to allow the development of expertise and backup to deliver services to the quality required.

**Evaluation of Initiative's contribution to Outcome**

Chamber support and procedural advice is at the core of the Office's function of providing a secretariat service to Parliament. The initiative will directly contribute to the Office's outcome.

How could the initiative be scaled?

The level of staffing requested is considered to be the minimum to provide effective backup and manage the possible loss of key staff.

**Vote:** Office of the Clerk **Portfolio Minister:** Hon Margaret Wilson

**Title:** Increase in radio broadcasting of Parliament costs

**Description:** Radio New Zealand has invoked the cost-price index clause in its parliamentary broadcasting contract with the Office of the Clerk

**Purpose:** Current Policy - Increase in Price

**Ranking:** 5

**Theme:** Other

**Theme Objective:** Other

**Funding Sought:**

		2006/07	2007/08	2008/09	2009/10	2010/11
		\$000	\$000	\$000	\$000	\$000
Operating	Gross	0	83	83	83	83
	Saving	0	0	0	0	0
	Net	0	83	83	83	83
Capital	Gross	0	0	0	0	0
	Saving	0	0	0	0	0
	Net	0	0	0	0	0

**Performance Information:**

Either Option 1 - where performance/outputs can be expressed in a table

OR Option 2 - where performance/outputs are best expressed as text

Radio New Zealand has invoked the cost-price index clause in its parliamentary broadcasting contract with the Office of the Clerk. Its price to the Office has increased by 11.5%. The Office can absorb the price increase in the current year, but will require additional funding in future years.

Problem Definition (provide evidence)

N/A

How do we know this initiative will deliver the outcomes (intervention logic)?

N/A

Evaluation of Initiative's contribution to Outcome

N/A

How could the initiative be scaled?

N/A



**Vote:** Office of the Clerk **Portfolio Minister:** Hon Margaret Wilson

**Title:** Simultaneous interpretation of Te Reo Maori into English

**Description:** Implement technology and accommodation for interpreters to view and listen to proceedings, and simultaneously transmit and record their interpretation to members in the Chamber via headsets, and the galleries, radio broadcast, television and internet feeds.

**Purpose:** Current Policy - Increase in Quality **Ranking:** 6

**Theme:** Other **Theme Objective:** Other

**Funding Sought:**

		2006/07	2007/08	2008/09	2009/10	2010/11
		\$000	\$000	\$000	\$000	\$000
Operating	Gross	6	33	33	33	33
	Saving	0	0	0	0	0
	Net	6	33	33	33	33
Capital	Gross	100	0	0	0	0
	Saving	0	0	0	0	0
	Net	100	0	0	0	0

**Performance Information:**

Either Option 1 - where performance/outputs can be expressed in a table

OR Option 2 - where performance/outputs are best expressed as text

Funding will enable the trial (from June/July 2007, or earlier if possible) of a simultaneous translation service for the Chamber, utilising a cable-based system and interpreters located in the television control room, monitoring remote television feeds. The trial has been endorsed by Parliament's Standing Orders Committee.

**Problem Definition (provide evidence)**

Demand for interpretation of Te Reo Maori has increased. The current methods of interpretation involve either blocks of two or three sentences followed by interpretation, or an entire speech followed by interpretation using a pre-supplied written interpretation. Neither of these methods is well suited to speech in the House because of problems in dealing with points of order or other interruptions which can interrupt the flow of the delivery or affect the nuances of the original speech in Maori.

**How do we know this initiative will deliver the outcomes (intervention logic)?**

The Office already provides an interpretation service and simultaneous interpretation will be an extension. The Office proposes to closely monitor developments and measure success through dialogue with Members and other stakeholders. The technology is mature and any risks will be managed by careful design, project planning and testing during adjournments. Simultaneous translation is already in use in many other parliaments around the world and their experiences have been studied.

**Evaluation of Initiative's contribution to Outcome**

This initiative is in the form of a trial, and will be carried out under the direction of Parliament's Standing Orders Committee. The Committee has requested a report on the success of the trial. A full evaluation and report will be carried out and provided to the Committee.

**How could the initiative be scaled?**

The funding requested is the minimum to enable the establishment of the trial.

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**Vote:** Parliamentary Service **Portfolio Minister:** Hon Margaret Wilson

**Title:** Increase in level of computer support services.

**Description:** As a result of continued site growth the existing support resources have failed to achieve the service satisfaction targets for the 2005/06 financial year. Additional staff resources are being added to the computer support team.

**Purpose:** Current Policy - Increase in Quality **Ranking:** 5

**Theme:** Other **Theme Objective:** Other

**Funding Sought:**

		2006/07	2007/08	2008/09	2009/10	2010/11
		\$000	\$000	\$000	\$000	\$000
Operating	Gross	550	550	550	550	550
	Saving	0	0	0	0	0
	Net	550	550	550	550	550
Capital	Gross	0	0	0	0	0
	Saving	0	0	0	0	0
	Net	0	0	0	0	0

**Performance Information:**

Either Option 1 - where performance/outputs can be expressed in a table

	Unit of Measurement	Performance Specification				
		2006/07	2007/08	2008/09	2009/10	2010/11
<b>Quantity</b>						
Satisfaction rating	%	65%	65%	65%	65%	65%

OR Option 2 - where performance/outputs are best expressed as text

**Problem Definition (provide evidence)**

The existing ICT support structure consists of a small in-house team with the the rest outsourced. The complexity and size of the site has increased over the last three years and the current resources are no longer able to cope with the workload and deliver acceptable quality of service to the client base. Service quality levels declined to 55.2% in 2006, leading to dissatisfaction with the service. This initiative seeks to provide realistic resourcing levels for the service.

How do we know this initiative will deliver the outcomes (intervention logic)?

The existing ICT support structure is unable to comprehensively service the needs of members of parliament to the desired levels of customer service. By increasing the resources available it will be able to meet present demands for service. The service delivered is heavily dependant people to deliver excellent customer service and without people those goals cannot be met.

**Evaluation of Initiative's contribution to Outcome**

The results of this initiative are quantifiable. Annually the Parliamentary Service measures the level of Service Quality delivered to the client base. The results of this initiative are therefore directly measurable and there should be a visible improvement year on year.

How could the initiative be scaled?

This initiative cannot be scaled. The ICT resourcing within the Parliamentary Service is below industry minimums, and the stress levels on the staff cannot be in ignored. Likewise the outsourcing contract is resource based to meet measured SLAs.

*[information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

**Vote:** Parliamentary Service **Portfolio Minister:** Hon Margaret Wilson

**Title:** Extended Parliamentary Computer Network.

**Description:** The development and implementation of a wide area computer network to provide connectivity for those parliamentary staff working directly for members of parliament in out of parliament offices. This initiative will also provide computer helpdesk support services for out of parliament staff.

**Purpose:** Current Policy - Increase in Quantity **Ranking:** 6

**Theme:** Other **Theme Objective:** Other

**Funding Sought:**

		2006/07	2007/08	2008/09	2009/10	2010/11
		\$000	\$000	\$000	\$000	\$000
Operating	Gross	0	1756	1756	1756	1756
	Saving	0	0	0	0	0
	Net	0	1756	1756	1756	1756
Capital	Gross	0	1840	0	0	0
	Saving	0	0	0	0	0
	Net	0	1840	0	0	0

**Performance Information:**

Either Option 1 - where performance/outputs can be expressed in a table

	Unit of Measurement	Performance Specification				
		2006/07	2007/08	2008/09	2009/10	2010/11
<b>Quantity</b>						
Offices Served	number of offices	0	50	155	155	155

OR Option 2 - where performance/outputs are best expressed as text

**Problem Definition (provide evidence)**

The November 2004 Appropriations Review Committee's report identified the lack of support provided for out of parliament offices as a major problem. The key areas being the lack of helpdesk support provided for staff, the potential risk of software license violations, the potential security risks associated with untrained staff and the potential of poorly trained staff breaching legislation.

How do we know this initiative will deliver the outcomes (intervention logic)?

This initiative will be delivered in stages. Initially only a small number of offices will be included in the pilot project. This will allow the exact methodology for the delivery of services to be developed and the value evaluated, before embarking upon a much larger rollout. The full rollout will be timed to coincide with the 2008 election.

**Evaluation of Initiative's contribution to Outcome**

Once the initiative is in place it will be possible to measure the value of the initiative by the levels of customer satisfaction that are achieved. The value of the initiative to staff and indirectly to members of parliament by removing some of the everyday housekeeping hassles from them.

How could the initiative be scaled?

It would not be appropriate to scale the initiative. The connection of members out of parliament offices provides will provide Parliamentary Service staff in those offices the ability to access and share information critical for their wellbeing and the service.



*[information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

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**Vote:** Parliamentary Service

**Portfolio Minister:** Hon Margaret Wilson

*[information deleted in order to maintain the current constitutional conventions protecting the confidentiality of advice tendered by ministers and officials]*

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