

Parliamentary Centre

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Le

Centre Parlementaire



Strategic Plan 2013 - 2015

Helping Legislatures better serve the people they represent

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À l'appui des législatures au service des citoyens

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Who We Are

The Parliamentary Centre is a Canadian not-for-profit, non-partisan organization, celebrating 45 years in 2013 as one of the leading and longest serving organizations dedicated to the strengthening of parliamentary democracy in Canada and around the world. Its assessments, strategic planning and training programs, combined with research products and networking channels, help legislatures and related stakeholders measure their performance, build capacity, tackle key issues and promote mutual learning.

In short – our goal is to *help legislatures better serve the people they represent.*

We believe that every citizen has the right to participate meaningfully in the decisions of government and to hold government to account for those decisions. We believe that effective, democratic legislatures which engage with civil society and represent citizens are crucial to democratic governance and sustainable development.



Our Mission

To support legislatures in their lawmaking, oversight and representative roles to better serve the people they represent.

Our Vision

To be a leader in promoting democratic governance by providing effective solutions to help legislatures become stronger, more transparent and accountable.

Our Values

Professionalism

We are committed to excellence in providing the best possible services to our clients in a responsive and non-partisan way. We favour a collaborative approach in order to achieve sustainable results and added value.

Accountability

We are transparent and accountable in the work that we do, applying the highest level of integrity and trust in dealing with all of our partners and clients. We accept individual and team responsibility for our actions and for the results of our programs and support.

Ingenuity

We seek and embrace new approaches for service delivery and strive to develop innovative solutions to address the challenges faced by our clients, while leveraging the experience, expertise and creativity of our staff and partners.

Respect

We are committed to provide support that respects the historical, cultural and political uniqueness of countries we work in. We are respectful and fair with our colleagues, clients and partners, while recognizing the importance of diversity and open communication.

Strategic Directions

1 Targeted Service Delivery and Excellence

- 1.1 Services are tailored to meet the needs of our clients and the people they represent.
- 1.2 Design and delivery of content are refined and innovative.
- 1.3 Sharing of best practices from Canada and around the world offer our clients practical tools to enhance their capacity.
- 1.4 The core of PC's services focuses on building capacity to improve good governance, to enhance citizen participation and parliamentary representation, and to promote transparency and accountability.

Strategic Result

Representative institutions benefit from high quality, targeted services.

2 Sustainability and Partnerships

- 2.1 Effective strategy for mobilizing funds, including unrestricted funding, is in place enabling PC to increase its reach.
- 2.2 An appropriate business model enhances the responsiveness of PC.
- 2.3 Effective strategic relationships with partners are strengthened, creating added-value for clients.
- 2.4 PC has expanded its engagement with legislatures and related stakeholders around the world.

Strategic Result

PC plays a leading role in supporting legislative

Strategic Directions

3 Visibility and Positioning

- 3.1 PC's mission, vision and values are widely communicated.
- 3.2 PC's achievements are communicated, known and valued both internally and externally.
- 3.3 Modern/Cutting-edge communication strategy supports communication needs and enhances visibility.

Strategic Result

*PC's visibility is enhanced and
raison d'être is well known.*

4 Organizational Capacity and Performance

- 4.1 Systems and processes are streamlined.
- 4.2 Clearer roles and responsibilities lead to improved performance and accountability.
- 4.3 Strategy is in place to support staff to succeed in their evolving roles through financial and non-financial incentives.
- 4.4 Improved internal communication and information management leads to better collaboration & teamwork.

Strategic Result

*Organizational capacity and
performance are reinforced.*