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PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

Ms Sarah Redden
Acting Committee Secretary
Senate Finance and Public Administration Committee

Dear Ms Redden

Inquiry into the operation and management of the Department of Parliamentary Services

Having reviewed the draft transcript of my evidence before the Committee, on Friday 18 June 2021, I wish to clarify one aspect of my evidence regarding staff who continued to work in Parliament House during the COVID period.

Managing the rapid transition to home-based work was challenging across the public sector. Library staff transitioned to work from home progressively in accordance with health guidance and as network capacity increased. Measures were put in place to ensure a COVID safe workplace and work arrangements. A technical solution was required for some staff due to the specialist nature of the software applications needed to do their work. A solution was developed by the first week in April.

A number of staff chose to remain in the office rather than work from home. This included the Library SES who predominantly continued to work in Parliament House. As noted in evidence, some other staff needed to remain in the Library to maintain continuity of services. This included the then Director of Client Relations, Central Enquiry Point (CEP) staff, and others needed to support the operations of the CEP.

Yours sincerely

Dr Dianne Heriot
Parliamentary Librarian

22 June 2021

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