

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2014-15

Finance Portfolio

Department/Agency: Finance
Outcome/Program: General
Topic: Ministerial and Parliamentary Services Help Desk

Senator: Wong
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Question:

Can service standards for the Ministerial and Parliamentary Services Helpdesk be outlined, including (a) minutes to answer a call (b) days to respond to an email and (c) other applicable standards?

How is the quality of advice provided by the help desk monitored?

If a Senator or Member or their staff makes a request to the help desk in writing, is it usual to respond in writing? If a response is not made in writing, how is the nature of the advice recorded?

When did Ministerial and Parliamentary Services last conduct a client survey to monitor satisfaction with its service?

Answer:

Ministerial and Parliamentary Services (M&PS) operates two Help Desks, the Staff Help Desk and the Entitlements Management Branch Help Desk. The measurable indicator for the Help Desks are that 90% of client enquiries will be responded to within one working day. These results are reported in the Department's Annual Report.

All contacts made with the Help Desks, whether in writing, over the phone, or face-to-face contact, are recorded in a departmental register. This includes details of the incoming caller, the questions asked and the responses provided.

Most contacts which are received in writing are responded to in writing. There may be occasions where further detail is required, which may also involve a phone call to the person who has submitted the query. The detail of all responses, whether written or verbal, is recorded in the departmental register.

The most recent client survey to monitor satisfaction with M&PS and COMCAR was run in November 2010. The M&PS website also has a feedback option to allow Senators, Members and their staff to provide feedback regarding any entitlement or service matter at any time.