

Senate Finance and Public Administration Legislation Committee — Budget Estimates Hearing—May 2017

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **Building Occupants Satisfaction Survey actions**

Question: **51**

Written: **Senator Kitching**

Date set by the committee for the return of answer: 7 July 2017

The 2015/16 Annual Report discussed that action plans had been developed following receipt of feedback from the April 2016 building occupants' survey. What do these actions plans include? What changes have already been implemented? What is to come? What are the timeframes?

Answer

DPS has tracked 29 recommendations from the Building Occupant Survey. These recommendations were self-identified by branches in DPS, based on feedback in the Building Occupants Survey. These recommendations cover the range of services provided by DPS to building occupants that were covered in the Building Occupant Survey.

Fourteen recommendations are complete and 15 are in progress. The 14 recommendations that have been complete relate to tours, cleaning, IT, Parl AV and Hansard.

DPS is undertaking further work in relation to art services, retail services, visitor services, cleaning, ICT and security. DPS plans to implement all of these recommendations by the end of 2019.