

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

## Answers to Questions on Notice

### Parliamentary departments, Department of Parliamentary Services

Topic: **Catering Transition**

Question: **70**

Written: **Senator Kitching**

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

A number of circulars have been distributed by email over the past months with respect to the transition of catering services being provided by external services to inhouse operations.

(a) With direct reference to the business plan, can you please outline the progress of the transition? Is it on track? Are targets being met?

(b) Have there been any key learning outcomes from this process that you would employ in the future to a like project?

(c) In hindsight taking into account industry standards and similar examples, were agreed timeframes for specific tasks realistic and achievable?

#### **Answer**

(a) As planned, DPS progressively took over all venues and operations formerly operated by IHG as set out below:

<b>Venue</b>	<b>Date of taking over a venue/kitchen</b>	<b>Date of APH Catering and Events commencing operations</b>
MGDR	5 December 2016	12 December 2016 (for Xmas functions) 7 February 2017 for Parliamentarians
House services	9 December 2016	9 December 2016
Functions bookings	17 December 2016	17 December 2016
Main Production Kitchen	19 December 2016	19 December 2016
Members Club	5 December 2016	21–23 December 2016 (temporary service while SDR was closed) 7 February 2017 for Parliamentarians
Functions services	17 December 2016	17 December 2016
Queens Terrace Café	21 December 2016	21 December 2016

<b>Venue</b>	<b>Date of taking over a venue/kitchen</b>	<b>Date of APH Catering and Events commencing operations</b>
Committees and meetings	12 December 2016	3 January 2017
Staff Dining Room	21 December 2016	3 January 2017
Coffee Cart	19 December 2016	10 January 2017
Schools Hospitality	15 December 2016	1 February 2017
Room service (Parliamentarian suites)	12 December 2016	7 February 2017

DPS has been successfully providing food and beverage services in all these venues since commencing operations.

- (b) The use of a Project Board was an effective model for managing the transition.
- (c) The timeframes for the transition were tight given the scale of the operation but they were all met. APH Catering and Events has been running all venues and events, and has received very positive feedback.