

# 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 Feedback**

Question: **71**

Written: **Senator Kitching**

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

In relation to the 'catering.feedback@aph.gov.au' email address:

- (a) How many emails of feedback were received in the 2015/16 year?
- (b) How many emails of feedback were received in the 2016/17 year to date?
- (c) What feedback has been received?
- (d) What the procedure is for the monitoring of the 'catering.feedback' email account is? How are the emails assessed and actioned?
- (e) Who is responsible for monitoring the inbox, actioning the emails and responding to them? Is this task included in respective employees' position descriptions?

#### **Answer**

- (a) During the 2015/16 financial year and July to December 2016, the [catering.feedback@aph.gov.au](mailto:catering.feedback@aph.gov.au) email was operated by DPS, while catering and events services were delivered by IHG, who collected additional customer feedback via their own mechanisms. Since bringing services in-house, DPS has actively encouraged feedback and has measured this in relation to the number of comments received, rather than total emails. The following table provides details of:
  - emails sent to [catering.feedback@aph.gov.au](mailto:catering.feedback@aph.gov.au) while IHG were operating services (2015/16 and 1 July 2016-31 December 2016), and
  - comments received by DPS (from emails, comment/ feedback cards and other sources) since commencing operation (1 January 2017-31 May 2017).

<b>Period</b>	<b>Positive</b>	<b>Constructive</b>	<b>Negative</b>	<b>Other</b>	<b>Total of emails</b>
2015/16	11.4%	11.4%	60%	17.2%	35
1 July 2016-31 December 2016	7%	4.7%	72.1%	16.2%	43
1 January 2017-31 May 2017 <sup>1</sup>	51%	33%	16%	0%	448

- (b) Refer to answer a.
- (c) The feedback received has been wide ranging and has included operational or service issues, suggestions for new offerings and compliments on positive experiences. The feedback received by the team has been very positive with 84% of feedback positive or constructive.
- (d) Nominated staff in the APH Catering and Events team monitor, register and respond to all feedback coming into the [catering.feedback@aph.gov.au](mailto:catering.feedback@aph.gov.au) inbox. All feedback received is actioned in line with the '*DPS Feedback Policy*' which requires that clients are provided with confirmation of receipt of their feedback within two working days and a response within 10 working days.
- (e) Refer to answer d.