

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

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **Tour KPIs**

Question: **90**

Written: **Senator Kitching**

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

Please provide an update with respect to the review of tour KPIs and how those KPIs have been refined/developed together with revised targets.

Answer

A review of all DPS KPIs was conducted prior to the preparation of the DPS 2017-18 Portfolio Budget Statements. As part of this review it was determined that the Visitor Experience KPIs should be retained.

DPS continues to record strong performance against these measures as outlined in the response to Question On Notice 9.