

**Senate Finance and Public Administration Legislation Committee
—Additional Estimates Hearing—February 2017**

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **Food Strategy report**

Question: **49**

Written **Senator Wong**

Date set by the committee for the return of answer: 13 April 2017

With reference to the executive summary of the Food Strategy report, were any of the seventeen recommendations taken up and if so, which ones?

Answer

	The Maytrix Group recommendations food and beverage	DPS response
1	Continue with an out-source model. Note that some members services may be effectively managed in-house however there are risks in doing this in the short term.	Not adopted
2	Spilt the food service products under separate contracts; member services and functions (subsidised) vs. commercial products.	Not adopted
3	Go to market with a flexible procurement strategy which allows for the contracting of single or multiple products.	Not adopted
4	Adopt two contracting methods – Management Agreement (for subsidised products) and Licence Agreement (commercial products).	Partly adopted. Aussies remains under a licence as do other retail services.
5	For member services products adopt a 3 year term to allow for an in-house model to be fully developed noting the risks associated with bringing it in-house now.	Brought forward. Members services now operated in-house.
6	Assess cost and risks of delivering special suite catering in-house now. Assess costs and benefits against tendered offer (separated in tender) to determine whether this product is brought in house now.	Brought forward. Special suite catering now operated in-house.
7	Improve contract and contract management resources and practices to enable DPS to more effectively manage performance of the contracts, to minimum standards.	Adopted for those services operated under contract such as Aussies and other retail services. Also see response to Question on Notice No. 46.

	The Maytrix Group recommendations food and beverage	DPS response
8	Develop service standards and measures to more effectively gather and analyse revenue and cost information to manage and improve performance and gather information to effectively assess future contract options.	In progress. Standing Operating Procedures were in place for the transition of the catering operation. Reporting for detailed analysis of revenue and cost information continues to be refined.
9	Restructure access and venue hire to industry standard including offering a scaled discounted hire and catering for venue to internal markets. Eliminate equipment hire for use of external courtyards.	Partly complete. Refer Events policy. Review of access and venue hire will be periodically undertaken.
10	Review opportunities to grow demand for commercial functions without compromising access for internal use.	Partly complete. Refer Events policy. Review of appropriate growth and marketing for commercial functions will be periodically undertaken.
11	Complete and implement recommendations from equipment conditions and compliance audits for all food service areas.	Complete.
12	Invest in the upgrade kitchen and service areas for service efficiencies, ensure compliance to Food Safety standards, and to extend menu and improve service.	Partially complete. Menus and services have been improved with the in-house model. Food safety standards are in place. Kitchen and service area upgrades are being scoped.
13	Invest in new fitouts for commercial operations. Note some investment may be provided by operators for commercial operations.	As above for those venues now operated in-house. For the remaining commercial operator new fitouts to be considered as part of the new contract negotiations.
14	Support food service operators through absorbing some of the increased operating costs associated with operating in a security policy environment.	Adopted. DPS has already been subsidising Aussies operating costs to date e.g. loading dock deliveries, cleaning, security pass applications, staff car parking.
15	Improve equipment and management of Loading Dock to improve processing and reduce costs of operating in a secure environment and improve food safety.	Loading dock management and logistics under continual review for improvements.
16	Introduction of other commercial activities including: <ul style="list-style-type: none"> Develop a permanent coffee service at 2 service points on Level 2 to replace existing service; Exclusive supply contract for audio visual services; and Re introduction of a limited bar service and sale of packaged alcohol. 	<ul style="list-style-type: none"> Scope for additional coffee service points will be considered for sitting days to provide more convenient access. An approach to market for audio visual services will be conducted in mid-2017 to improve efficiency for event management. Options for a limited bar service are under consideration.

	The Maytrix Group recommendations food and beverage	DPS response
17	<p>Improved access to some services for Parliamentarians and staff including:</p> <ul style="list-style-type: none"> • Access to private event catering equipment without hire charge; • Offer of discounted rates for food and beverages to Parliamentarians; and • Discounted venue hire for all Parliamentary bookings establishing a minimum ratio of commercial to internal hires. 	<p>The principle of improved access to services for Parliamentarians is reflected in the new Events policy which has been approved by the Presiding Officers.</p>