

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 Staffing Transition – external to internal**

Question: **72**

Written: **Senator Kitching**

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

With respect to the transition from external to internal catering services:

- (a) Can you please describe how the resourcing strategy was drafted and finalised? Who was involved?
- (b) When were job positions advertised? How were they advertised?
- (c) Who prepared position descriptions for the positions to be filled?
- (d) How was the interview and selection procedure undertaken?
- (e) How many applicants who reside outside of greater Canberra applied?
- (f) Was relocation assistance offered? Was it offered to individuals residing outside of Australia or within Australia? Was this transparent to applicants?
- (g) Was anything done differently with respect to the employment of catering staff to that of the department's standard recruitment and selection procedures?
- (h) Were any employees employed without the department advertising for such role(s)? If so, how many? Which roles? Why did this occur? Were the successful applicants known to existing department staff?
- (i) How many staff were employed? At what positions were they employed (ie how many chefs, kitchen hands, service personnel, managers, etc)?
- (j) How many staff now comprise catering department employees and how many are employed via external agencies?
- (k) Please describe the management structure of the catering team or provide a diagram. Of those managers and supervisors employed, who assessed that they had the requisite experience and qualifications?
- (l) Can you detail induction procedures, including those specific to employees in food handling roles?
- (m) Describe the handover that was given by the outgoing team.
- (n) Provide details of any equipment that was purchased during the transition process. What was the cost? Who was the supplier(s)?

(o) What other infrastructure was required to be updated or purchased, such as IT systems? What was the cost of doing so?

Answer

(a) The resourcing model adopted for APH Catering and Events is the employment of a core team of DPS staff to meet ongoing requirements and the use of labour hire staff to support the fluctuating volume of catering service required during sitting periods and for functions. This model was developed by DPS and is similar to the model operating at the NSW Parliament and not dissimilar to that operated by the previous contract operator. This model was endorsed by the Presiding Officers.

(b) The positions for the core team were advertised in the period September 2016 to November 2016.

All positions were advertised on APS Jobs and Seek Online. Some were also advertised in LinkedIn and the Executive Chef role was also advertised in Chefs News, a newsletter of the Australian Culinary Federation.

A Catering Temporary Employment register was established in September 2016 allowing applicants to express interest in catering employment opportunities across APH [http://www.aph.gov.au/About Parliament/Employment/Department of Parliamentary Services/Temporary Employment Register](http://www.aph.gov.au/About_Parliament/Employment/Department_of_Parliamentary_Services/Temporary_Employment_Register).

(c) Job descriptions were prepared by staff in the Chief Operating Officer (COO) Division and approved by the Chief Operating Officer.

(d) Merit selection processes were undertaken consistent with the *DPS Recruitment and Merit Selection Policy*.

(e) The number of applications received from applicants residing outside the greater Canberra area for the roles advertised in September 2016 to November 2016 is as follows:

Position	Number of applicants living outside Canberra
PEL 2 Director Catering	15
PEL 1/PEL 2 Executive Chef	27
PSL 6 Food and Beverage Manager	6
PSL 4-5 Sous Chef	8
PSL 2-4 Chef	7
PSL 4 Retail Catering	7
PSL 6 Events and Marketing Manager	4
PSL 5 Events and Marketing Officer	4

(f) Relocation assistance was offered to successful candidates who were not residents in the Canberra area. There were no successful applicants who were residing outside Australia.

- (g) No
- (h) The department advertised and conducted a merit process for roles. Where no suitable candidate was found from the roles advertised on APS Jobs, applicants from the APH Catering temporary employment register were then considered. Applicants who were ranked suitable (but not successful) for roles, were also considered to fill other vacant roles.

DPS engaged one person who was previously engaged by the former catering provider, International Hotels Group (IHG) without undertaking a merit process. This was for the PSL1 Food and Beverage Attendant role for a 12 month non-ongoing contract.

Several additional staff were transferred temporarily to the team to assist with establishment of the ongoing Catering and Events team – three were existing DPS staff (two ongoing and one non-ongoing) and one was from another Commonwealth agency.

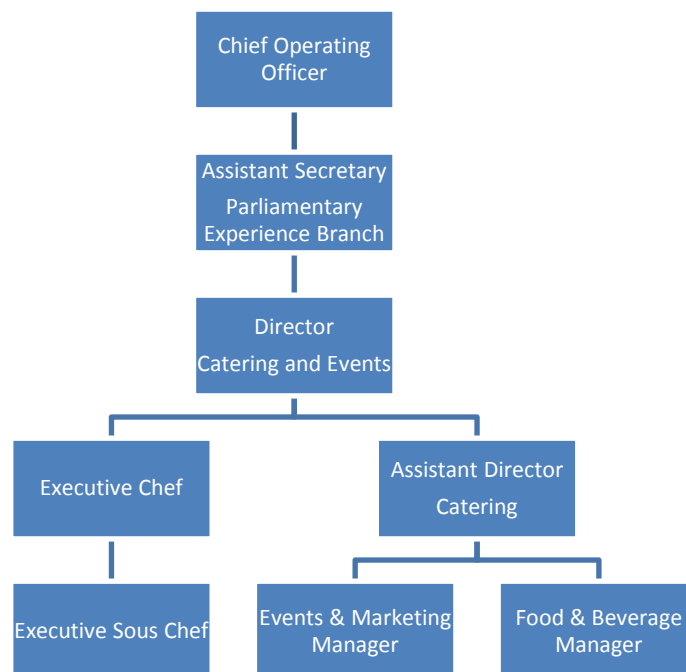
- (i) As indicated in (h) above, the department put in place a temporary team to establish the catering operation. The APH Catering and Events Team commenced operations from mid December 2016 as they progressively took over venues.

To 31 May 2017, a total of 37 staff members have been recruited to the following positions:

Position Title	Staffing Numbers
Director Catering	1
Executive Chef	1
Assistant Director, Catering	1
Manager Communications and Projects	1
Office Manager	1
Administrative Support	1
Events & Marketing Manager	1
Events & Marketing Officer	3
Events Coordinator	1
Venue or Services Manager	4
Services Officer	1
Stores Officer	2
Catering & Assets Officer	1
Catering Officer	1
Retail Supervisor	2
Retail Officer / Barista	3
Food & Beverage Manager	1
Food & Beverage Attendant	1
Chef PSL5	1

Position Title	Staffing Numbers
Chef PSL4	2
Chef PSL3	3
Chef PSL2	4
Total	37

- (j) 30 staff are in the team as at 31 May 2017 are DPS employees. It is not possible to define the number of labour hire staff as this fluctuates on a daily basis in line with business demand. However, analysis of labour hire for a non-sitting week (3-8 April 2017) and Budget week (8-14 May 2017) shows the lowest number of labour hire staff used on a weekday was 28 and the highest was 200.
- (k) The team is managed by the Director Catering; other senior roles are set out in the following diagram:



The occupants of these positions were assessed by merit selection processes consistent with the *DPS Recruitment and Merit Selection Policy* and their engagement was approved by a DPS delegate. The structure of the team will continue to be refined as the ongoing pattern of operations becomes clearer.

- (l) Induction procedures for DPS catering employees included:
- An induction into their workplace by their supervisor
 - A HR induction
 - Workplace Health and Safety (WHS) induction
 - A review of the APH site book
 - A security induction
 - Fire warden training
 - Onsite equipment and risk induction (dependant on role)

- Food safety and temperature monitoring induction (dependant on role)
- Training in the point of sale system (dependant on role)

Labour hire staff are inducted by their employer. DPS provides an APH specific WHS induction and a site induction of the catering service area they are required to work in.

DPS Catering staff are also required to do any mandatory training.

(m) There was a transition process where venues and spaces were handed over to APH Catering and Events; there was no handover regarding the operations.

(n) DPS purchased a variety of equipment from IHG as part of the transition process. This included crockery, cutlery, glassware, cooking utensils, trolleys, tableware, banqueting equipment, small wares and miscellaneous items and was valued at \$107,477 (ex GST).

In addition to these items DPS also purchased a variety of kitchen utensils, kitchen equipment (e.g. commercial toasters and pizza ovens) and staff uniforms in December 2016 to a value of \$66,071 (ex GST).

The suppliers for these products included Reward Supply Co Pty Ltd, Dunbrae Pty Ltd, Nisbets Australia, DisplayMe, Harvey Norman and The Hospitality Shop.

(o) Other infrastructure that was required to be updated or purchased included:

Item	Supplier	Cost
Leased Coffee machines used in: <ul style="list-style-type: none"> • the Staff Dining Room • Members and Guests Dining Room • Members and Guests Club • the Coffee Cart • for banquets 	Coca-Cola Amatil (AUST) Pty Limited / Grinders	The total cost of leasing the equipment from Coca-Cola Amatil (AUST) Pty Limited / Grinders, maintenance of the equipment and training is \$66,784 excluding GST over the 3 year contract.
Leased Coffee machines used in: <ul style="list-style-type: none"> • the Queens Terrace Café 	Lonsdale Street Roasters	The total cost of leasing the equipment from Lonsdale Street Roasters, maintenance of the equipment and training is \$2,700 excluding GST for 18 months.
Point of Sale (POS) system and venue management system which also includes the Opera Server, the Oracle Opera 'Venue Management' solution	Oracle	The total value of the three year contract is \$505,586.86 including GST.