

# 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 – day to day**

Question: **73**

Written: **Senator Kitching**

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

In relation to the day to day operations of the catering department since 1 November 2016:

- (a) Please provide statistics of the number of staff employed versus the number of exited staff to date?
- (b) Of those employees who resigned, were exit interviews conducted? What issues were communicated during those interviews? How does the department evaluate and act on that information?
- (c) Of those employees whose employment has been terminated, can unreserved assurances be provided that proper performance management methods were followed?
- (d) Can you please provide a breakdown, redacting confidential details, of all terminated employees, the reason for their termination, the performance mechanisms followed, who in the department was involved and who managed the process? Please specifically indicate how many staff were terminated during their probation period.
- (e) How many occasions have WHS investigations been conducted? For what reasons? What was the result of each claim?
- (f) How many claims of bullying or harassment have been reported? Please details of claim redacting confidential information. What actions were taken to evaluate and review claims? How has each claim resolved?

#### **Answer**

- (a) As at 31 May 2017:
  - 37 staff have been recruited by DPS to on-going or non-ongoing roles with the APH Catering and Events team, and
  - 7 of these staff have ceased employment.
- (b) All employees who resign are offered exit interviews. Of the staff members who have resigned, the opportunity to participate in an exit interview was taken up by two of the six staff members. Issues relating to communication style, planning and coordination of roles, staff training and staffing constraints were raised. Feedback from exit interviews is channelled to the appropriate level of line management to consider what action if any, needs to be taken.

- (c) The services of one ongoing employee were terminated during the probationary period following extensive feedback in relation to their work performance. Proper processes in relation to under performance during probation were followed.
- (d) See the response to (c) above; only one employee was terminated during probation. The final decision was taken by the Chief Operating Officer after advice from the employee's managers, HR and an external legal provider. The Contract for one temporary employee was also ceased due to performance issues.
- (e) The department's WHS Unit followed up on several WHS incidents involving catering staff. These incidents were relatively minor and did not require a formal investigation by either DPS or Comcare.
- (f) No complaints of bullying and harassment have been recorded on the HR Register.