

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

## **Answers to Questions on Notice**

### **Parliamentary departments, Department of Parliamentary Services**

Topic: **Visitor Feedback analysis**

Question: **79**

Written: **Senator Kitching**

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

How was the visitor feedback analysed? By who?

#### **Answer**

Visitor feedback cards are reviewed regularly by team leaders who respond to any concerns from visitors in a timely manner.

A monthly analysis of results is examined by the Director Visitor Experience and Assistant Secretary Parliamentary Experience Branch and included in a report to the Executive Committee.

Reporting on visitor satisfaction is included in the Performance Statement in the Annual Report – see pages 23-25 of the 2015-16 Annual Report.