

Senate Finance and Public Administration Committee— Additional Budget Estimates February 2009

Parliament Portfolio, Department of Parliamentary Services

Answers to Questions on Notice

Topic: DPS Customer Surveys; Frequency and Cost.

Questions P20(a)-(b), Written questions on notice

P20(a-b) (BOYCE)-DPS

The Department of Parliamentary Services' 2007-2008 Annual Report often presents statistics of performance for 2006-2007 without being able to compare those figures with 2007-2008. This is because the DPS customer survey is not taken every year.

In particular we do not have statistics to compare satisfaction levels with such performance indicators as facility performance, the parliamentary records service or library services.

Clearly the survey is a valuable tool for assessing the performance of the DPS.

- a) What are the reasons for the survey not being undertaken each year?
- b) What are the costs involved with taking the survey?

Answers

1 The DPS Customer Survey is undertaken once a Parliament.

2 The first DPS Customer Survey (**the Survey**) was conducted from 21 June to 20 August 2007. The Survey recorded baseline information about how customers of DPS perceived the services provided by the new department. It also informed departmental strategic planning with a better understanding of customers' real needs and wants.

3 The rationale for conducting the Survey once a Parliament (during the second year) is that it gives all occupants of the building the necessary time to settle in and experience the services they require to conduct their business. It would also be a significant impost upon the building's occupants (up to 4,000 on a Sitting day) if they were surveyed annually.

4 The survey is done internally. The only extra cost is for the use of commercial software to configure the survey, which costs approximately \$300 per annum.