

**Senate Finance and Public Administration Committee  
—Budget Estimates May 2009**

**Answers to Questions on Notice**

**Parliamentary Portfolio, Department of Parliamentary Services**

**Topic: DPS Customer Survey**

**Question P6, Hansard reference F&PA 30**

**Senator BERNARDI**—Thank you. I will go to another survey. Mr Thompson, I will address it to you. How many responses do you typically receive from the satisfaction survey?

**Mr Kenny**—We will get you the answer, Senator. Off the top of my head, I could not do anything but guess.

**Senator BERNARDI**—I would be interested, and perhaps you could go through the last couple of surveys.

**Answer**

1 The first Department for Parliamentary Services (**DPS**) Customer Survey was conducted from June to August 2007. A total of 496 responses were received, which represented a response rate of 12.4%.

2 The second DPS Customer Survey is scheduled to take place from June to July 2009.