

Senate Finance and Public Administration Legislation Committee
Supplementary Budget Estimates Hearing – October 2009
ANSWER TO QUESTION ON NOTICE

Parliamentary Portfolio, Department of Parliamentary Services

Topic: 2009 DPS Customer Survey

Question: P8(a-d)

Written Senator Fifield

Date set by the committee for the return of answer: 4 December 2009

Regarding question 44 [DPS Customer Survey]: *Do you have any suggestions to improve Parliament House facilities for those with disabilities?*

- a. How many respondents completed this question?
- b. What suggestions were made?
- c. Have any suggestions been accepted by DPS and will be implemented?
- d. Has DPS conducted a survey using a similar question for visitors to Parliament House?

Answer

- a. 52 people responded to this question.
- b. Suggestions included automatic opening doors to the entrances of the building and glazed links within the building; signs which are graphic depictions rather than words to help non-English-speaking visitors; better wheelchair access; audio amplification for guides; additional carpark spaces for the disabled; larger displays for the visually impaired; and bus stops closer to the public entrance.
- c. DPS had previously commissioned CRS Australia to audit disability accessibility at Parliament House. That report was received on 15 February 2009. DPS has developed an action plan based on that report, which includes 40 specific improvements. Many of the suggestions in the survey responses were already in that plan; the others are now being considered.
- d. DPS has not conducted a survey for visitors to Parliament House.