

LIST OF SUPPLEMENTARY QUESTIONS ON NOTICE FOR DPS

BUDGET ESTIMATES HEARING – THE LEGISLATURE - 2015

Questions from Hon Shaoquett Moselmane MLC

Staff survey

- 1. Members and staff recently received an email from Simon Chalmers requesting that they complete a survey. There is some concern that the last such survey in 2012 formed the basis for cuts to services provided by IT, the library and Hansard.**
 - a) When do you expect that we will receive details of the results of the current survey?**

Analysis of the 2015 DPS Information Services Branch survey will be completed, and a report published to members and staff, by the end of November 2015.

Surveys are an important means for DPS to obtain feedback on the quality and demand for existing services, as well as areas of emerging need. Similar surveys are now commonplace in other parliaments across Australia. These surveys are developed to improve services to members and the Parliament as a whole. In response to client feedback obtained from the survey conducted in 2012, the DPS Information Services Branch has delivered numerous service improvements including the following:

- An eightfold increase to Internet bandwidth, completed in July 2015.
- Support has been extended for a broader range of mobile devices including iPhones, iPads and Android devices. Also since June 2015, BYO device connectivity options have been made available to members' staff.
- Wi-Fi network access has been made available throughout Parliament House, including both public Wi-Fi access for members' guests, and a separate, secure, internal Wi-Fi network.
- All parliamentary computers and printers have been upgraded, both in Parliament House and at electorate offices, and they continue to be upgraded on a rolling schedule every 4 years.
- IT Services' operating hours have been extended, with support available earlier in the morning to coincide with times of greatest demand.
- A completely redeveloped parliamentary intranet was launched in October 2014, which serves as a valuable source of news, information and support for members and staff regarding internal services, policies and employee information.
- In April 2015, the Parliamentary Library also introduced Mediaportal as a new media monitoring service available to members.

Savings measures

How has the Parliament consulted with Members and their staff about the savings measures for this year (2015/16)?

Care is taken in making savings to minimise the impact that any savings measures have on Members. However, when service improvements are considered and developed for implementation and there will be a discernible impact on members, surveys and pilot trials are conducted with members. This consultation should occur whether or not savings measures feature in those service changes.

Parliament renovations

2. Given that there was water damage to levels 8 and 9 and to the lifts as a result of heavy rain in August 2015:

a) Can you confirm if the drainage installed during the recently completed renovations to the level 9 rooftop garden was adequate, and if not why not?

No drainage systems were removed or installed with the re-establishment of the level 9 rooftop garden. The existing drainage system had until recently proven effective, and the garden project instead focussed on refreshing the soil, laying new turf, planting native garden beds and installing new outdoor facilities for members and staff.

The recent flooding of the level 9 lift lobby on 24 August 2015 was caused by a severe thunderstorm and an exceptionally high volume of rain falling in a very short period of time, resulting in water runoff entering the tower block. The Bureau of Meteorology reported that rainfall measured at Observatory Hill recorded 38.8 mm of rain between 8:30 and 9:30 pm, including 22.2 mm in 11 minutes. The heavy rain resulted in flash flooding across the city.

Facilities Branch has since engaged contractors to improve the drainage system, which should prevent future flooding in the event of exceptionally heavy rainfall.

b) What certification was issued for the renovations to the level 9 rooftop garden and new level 9 building?

The new level 9 office block has been issued with an interim occupation certificate, allowing staff to safely occupy the space while some final minor works are completed by the building contractor. It is expected that a full occupation certificate will be issued in the coming months after all builder defects are rectified.

3. Considering the installation of new lighting in the corridors of the 'Tower Building':

a) What was the cost of installation?

The new lighting installed in the corridors of the tower building was selected on the basis of the latest LED technology to maximise long-term environmental sustainability through significantly lower energy use. The cost of the installation of new lighting on levels 8 to 12 of the tower block was \$51,180 (ex GST).

b) Why was the brightness of the light chosen considering the lights impede on Members' offices?

In addition to energy savings, the LED lighting solution was selected to address concerns raised at previous Budget Estimates regarding accessibility particularly for people with a visual impairment, as was raised by the Hon. Peter Primrose MLC during the 2014/15 Estimates hearing. There was some concern that the old lighting system was too dim which limited visibility. This issue magnified with the installation of darker carpet.

c) Has the Parliament received any complaints to date regarding the brightness of the new lighting?

DPS is not aware of any formal complaints regarding the brightness of the new energy efficient LED lights. In fact, numerous positive verbal comments have been made by members and staff. The lighting system does enable some adjustment which can be examined were a complaint to be received.

Legislative Council Speaker/Sound System Considering the speakers that are installed in the Members' seats in the Legislative Council:

d) Have Members' been consulted for their feedback regarding the volume level of the speakers?

The sound system installed in the Legislative Council Chamber was calibrated by professional sound engineers. No feedback has been sought directly with members following upgrades to the sound system. No complaints have been received by DPS suggesting the sound levels are unsatisfactory.

e) If not, will you consider consulting Members?

The Facilities Branch will liaise with senior officers of the Legislative Council and the Office of the President to develop an appropriate survey process.

f) Have the sound levels and positioning of the speakers been inspected and tested by a sound expert?

An audio-visual consultant was engaged to review the system when it was upgraded two years ago. The operation and positioning of the speakers was deemed acceptable and consistent with relevant standards.

Paper procurement

9. The Reflex paper brand has been linked to unsustainable native forestry practices, particularly in Victoria.

a. Has the parliament given consideration to the sustainability practice of their current paper suppliers and best practice in this field?

The Facilities Branch of DPS is responsible for implementing the Parliament's *Environmental Sustainability Policy*, and has been working towards achieving key sustainability and efficiency outcomes for many years. DPS has implemented and promoted numerous sustainable practices across the Parliament, including infrastructure upgrades to achieve water and energy savings and the purchase of ethically and sustainably produced office supplies and equipment. A wide range of sustainable white copy paper products is stocked to provide members with a choice with their copy paper needs:

- Reflex Carbon Neutral Ultra White - the product is certified carbon neutral under the National Carbon Offset Standard and Australian Forestry Standard certified. This product is Australian made in Victoria at the Maryvale Pulp & Paper Mill which is the largest generator of renewable energy in Victoria and the second largest producer of biofuel in Australia. The Mill's on-site renewable energy activities meet over 44% of the Mill's total energy requirements every year
- Reflex White 100% Recycled Copy Paper - is made from premium post-consumer recycled waste paper, as defined under the AS/NZS ISO 14021:2000 Environmental Labels and Declarations – Self Declared Environmental Claims Standard and is Forest Stewardship Council (FSC) recycled certified. This product is Australian made in Victoria at the Maryvale Pulp & Paper Mill
- Fuji Xerox Recycled Pure+ - manufactured from 100% post-consumer waste, de-inked and bleached in a chlorine free process to achieve a high white recycled paper. Blue Angel and Nordic Swan eco-label environmental accreditations and

recommended by the Wilderness Society of Australia. This product is made in Germany.

Apart from the Reflex brand, DPS has not been able to identify office quality high white recycled paper that is made in Australia. 100% recycled white copy paper constitutes the smallest percentage of office paper consumed due to either quality or price considerations.

b. Will the Parliament consider removing Reflex products from their inventory?

A wide range of paper products is purposely stocked to provide members with a choice with their copy paper needs. An evaluation conducted by DPS in 2013 indicated that available imported 100% recycled office quality white paper does not perform to the same standard as Reflex 100% Recycled paper with respect to curling and brightness. It is important that members be provided with access to high quality copy paper.

However, DPS is always prepared to investigate and evaluate alternative products that are identified or suggested by members and add them to the list of stationery available through Procurement.

c. If not, why not?

I refer to the answers given above.

Questions from Dr John Kaye MLC

Catering practices

6. In answers to questions on notice as part of the 2014/15 budget estimates hearings, parliament advised *"Parliamentary Catering regularly reviews supplier sources and efforts are being made to source free range chicken products."* Please provide an update in regards to these efforts, with particular reference to:

- (a) whether the eggs used by NSW parliament are now free-range and if so where are they sourced from.

Parliamentary Catering sources eggs which are packaged as free range. Eggs are purchased from Gourmand Providore.

- (b) whether the chicken meat used by NSW parliament is now free-range and if so where it is sourced from.

Parliamentary Catering sources its chicken through Game Farm Meats as free range chicken. Game Farm Meats represents on its website that it is currently working with its farmers to achieve certification under the RSPCA Approved Farming Scheme. Further demonstrating its commitment to quality standards, this supplier is also HACCP & Halal accredited and has previously provided copies of these certifications to the Parliament.

7. In answers to questions on notice as part of the 2014/15 budget estimates hearings, parliament advised *"ham and bacon products are sourced from B E Campbells, who obtain Stock from Northern NSW. We are unaware of the production system for these products. Parliamentary Catering is currently reviewing its sourcing of ham and bacon in an effort to source free range products."* Please provide an update in regards to these efforts, with particular reference to:

- (a) Any current information in regards to B E Campbells production systems.

Information available from B.E. Campbell advises that the company's suppliers:

"are required to have their piggeries APIQ accredited which ensures all pigs purchased by B.E. Campbell come from piggeries that meet animal welfare, biosecurity and food safety standards at internationally recognised levels".

Also, B.E. Campbell's processing facility *"has the following accreditations:*

- *Export accreditation for processing cold storage, AQIS establishment number 76*
- *Ausmeat Accreditation*
- *AAWCS Certification*
- *NSW Food Authority Licence*

- *HACCP Certification*
- *Export Registration*
- *Organic Certification*
- *Halal Certification*
- *BRC Global Standard for Food Safety*
- *WQA (Woolworths Quality Assurance)*

All accreditations the company holds are reviewed annually by audit. The audits are carried out by independent auditors provided by the accreditation providers”.

(b) The status of the review into the sourcing of ham and bacon in respect of free-range products.

Parliamentary Catering has been unable to locate a supplier of free range ham and bacon which is cost-effective and reliable. Instead, Parliamentary Catering sources product from suppliers such as B.E. Campbell which maintain quality and welfare standards in relation to their products, but they are not necessarily certified as free range products.

8. Has the parliament progressed plans to consider developing a higher animal welfare procurement policy?

(a) If so, please provide details.

A draft “Ethical Procurement Policy” was developed earlier this year and is followed by Parliamentary Catering. The draft policy provides for suppliers and prospective suppliers to complete and sign a “Sustainable Ethics Declaration” and those responses are maintained in a register. The policy will be finalised following a period of testing to ensure it is appropriate and relevant.

(b) If not, why not?

See question 8(a)

Palm oil

10. Has the parliament taken any steps to avoid the purchasing of products containing unsustainable palm oil?

a. If so, please outline these measures.

The Australia New Zealand Food Standards Code currently allows palm oil to be labelled simply as vegetable oil, and its presence in processed food can be difficult to detect.

Parliamentary Catering takes the following steps to avoid the use of products containing unsustainable palm oil:

- 90% of all food is purchased in unprocessed, raw form which avoids risks associated with the use of palm oil which are higher with processed food.
- When processed food is sourced, clarification is sought from the supplier as to the ingredients used. For food types with a history of widespread use of unsustainable palm oil, such as biscuits, chocolates and snack items, Catering staff consult a list of sustainable brands and products which is maintained on the Borneo Orangutan Survival Australia (BOSA) website.

b. If not, why not?

See question 10a