

**Senate Finance and Public Administration Legislation Committee
—Budget Estimates Hearing—May 2014**

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **Security pass de-activation**

Question: **201**

Hansard Reference **p 57, 26 May 2014**

Date set by the committee for the return of answer: 11 July 2014

Senator WONG: Next step: once your staff receive the automated email, what then occurs?

Mr Skill: The pass access is revoked.

Senator WONG: How quickly?

Mr Skill: As I said before, it depends on the volume of these arriving. Generally it is immediately, but if they receive a large number as a result of Finance processing large numbers of changes then it may take them a couple of hours to work through them. It is not something that they do not treat as a priority.

Senator WONG: How many people work in this area?

Mr Skill: In the pass office? It depends on the time of day.

Senator WONG: Do you want to go through this step by step?

Mr Skill: No. I am happy to take that on notice and give you an overview of the full—

Senator WONG: How many people are engaged in the de-activation, as you describe it?

Mr Skill: I will have to check that.

Senator WONG: You do not know?

Mr Skill: No. I know the assistant director of security—

Senator WONG: We are talking one, two, five or 20?

Mr Skill: It would not be any more than the assistant director of security and potentially two or three in the pass office.

Senator WONG: And you can't tell me—do you track how long it takes? Do you have any KPIs in relation to receipt of the automated email, as you describe it, and formal de-activation of the pass?

Mr Skill: Not that I am aware of, but I can check that for you.

Senator WONG: So, you cannot tell us how long it might take to de-activate a pass?

Mr Skill: No.

Senator WONG: Or what the average time is or the longest time?

Mr Skill: No, I cannot.

Answer

The Pass Office is staffed by three staff on sitting days and two staff on non-sitting days. All Pass Office staff and the Assistant Director Security Support who oversees the Pass Office are capable of revoking pass access.

Action to deactivate pass access is undertaken after receipt of advice from the sponsoring agency or employer. There are no Key Performance Indicator's attached to this process.