



APH Private Car Parks Policy

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Approval and Review Mechanisms

1. **POL.1.2 APH Private Car Parks Policy** (the Policy) was approved by the Presiding Officers on 08 July 2024.
2. This document should be reviewed every three (3) years or earlier if required.
3. The Department of Parliamentary Services (DPS) Security Division administers and maintains all documents within the Australian Parliament House (APH) Security Policy and Governance Framework (the Framework) in consultation with the Australian Federal Police (AFP), key APH stakeholders including parliamentary departments, and other Commonwealth entities as relevant.

Purpose and Objectives

4. The objective of the security arrangements at APH is to provide a safe and secure environment for parliamentarians, building occupants and visitors, while ensuring public accessibility in support of the safe operation of the Parliament.
5. The car parks provide access to onsite parking at APH for certain APH Access Card holders in accordance with **POL 5.0 APH Private Area Access Policy** to support the efficient operation of the Parliament. With the exception of reserved parking bays, availability of parking for Access Card holders is not guaranteed.
6. The purpose of the Policy is to outline the management of the car parks including conditions of access and use, and compliance with the Policy.

Legislation/Authorisation

7. *The Policy is subject to the Parliamentary Precincts Act 1988 (PPA); Parliamentary Privileges Act 1987; Parliamentary Service Act 1999; Public Governance, Performance and Accountability Act 2013 (PGPA Act); Public Order (Protection of Persons and Property) Act 1971; Criminal Code Act 1995; AFP Act 1979; and the Workplace Health and Safety Act 2011.*
8. The Policy considers all Service Level Agreements (SLAs) and/or Memorandum of Understanding (MOU) enacted for delivery of security services in the Parliamentary precincts.
9. The Policy is pursuant to the following authorities of the Presiding Officers':
 - a. 'Authorisation of persons for the purposes of the control and management of the Parliamentary precincts'
 - b. 'Authorisation of persons for the purposes of giving directions to leave the Parliamentary precincts'
 - c. 'Authorisation to the Australian Federal Police Security Controller'
 - d. 'Agreement with the Director of Public Prosecutions', and

- e. 'Agreement made between the Presiding Officers of the Commonwealth Parliament and the Minister responsible for the Ministerial Wing of the new Parliament House'.

Roles and Responsibilities

Table 1 – Roles and Responsibilities

Role	Responsibility
Presiding Officers	<p>The Presiding Officers are responsible for the control and management of the Parliamentary precincts under section 6 of the <i>Parliamentary Precincts Act 1988</i>.</p> <p>The Presiding Officers are the final authority in allowing or not allowing access to the private areas of APH, including the car parks.</p>
Security Management Board (SMB)	The SMB is legislated to provide advice as required to the Presiding Officers on security policy, and the management of security measures, for APH.
Secretary, DPS	<p>The Secretary, DPS has executive responsibility for the management of the car parks and maintaining infrastructure.</p> <p>The Secretary, DPS has delegated the Assistant Secretary, Security Operations Branch (ASSOB) as the Authorised Review Officer to assess appeals against Parking Infringement Notices, and on-going non-compliance with the Policy.</p>
Assistant Secretary, Security Operations Branch (ASSOB), DPS	As the Authorised Review Officer, the ASSOB or their delegate is authorised to determine non-compliance, including reviewing an appeal against a Parking Infringement Notice.
Usher of the Black Rod (UBR) and Serjeant-at-Arms (SAA)	The UBR and SAA administer permissions for access to the Senators' and Members' car parks by members of parliament staff and requests for access outside of standard access as provided in POL 5.0 APH Private Area Access Policy to the Senate Staff and House of Representatives staff car parks respectively, except for decisions relating to Departmental Heads parking, which is a decision of the relevant Presiding Officer.
Director Security Operations, DPS	The Director Security Operations (DSO) is responsible for overseeing the management of day-to-day operations of the car parks, including the PSS Car Parks Operations staff and overseeing the management of non-compliance and appeals.
Director Security Capability, DPS	The Director Security Capability, in accordance with the POL.4.0 APH Closed Circuit Television (CCTV) Code of Practice , is responsible for providing information to facilitate the issuing of Parking Infringements/Warning Notices.
PSS Team Leader Car Park Operations (CPO)	The Team Leader Car Park Operations (CPO) is responsible for day-to-day compliance checks and general administration of the car parks. The Team Leader CPO is authorised to issue Parking Infringement/Warning Notices and is responsible for maintaining associated records and

Role	Responsibility
	evidence, including providing evidence of non-compliance in the event of an appeal.
Manager Ministerial Wing Support	The Manager Ministerial Wing Support is responsible for allocating car parking spaces within the Ministerial Executive car park.
APH Access Card holders with parking privileges	<p>APH Access Card holders are responsible for complying with the Policy, reporting non-compliance and keeping vehicle registration details up to date with APH Access Services. For ad hoc vehicles (e.g. alternative vehicles or hire cars), details should be emailed to parking@aph.gov.au as soon as practicable.</p> <p>APH Access Card holders are responsible for any occupant travelling within the vehicle into the car parks who is not an APH Access Card holder. They are considered an escorted visitor and are the responsibility of the APH Access Card holder while in the car parks, until signed in or escorted out.</p>
National Capital Authority (NCA)	The NCA is responsible for the management of parking within the publicly accessible car parks, including West Block (only during non-sitting) and the publicly available parking bays behind the Ministerial Wing on the western side of Melbourne Ave. APH Access Card holders should contact the NCA for any parking related matters occurring in the public car parks.

Private Car Parking Facilities

10. In accordance with **POL.5.0 APH Private Area Access Policy** the private car parks are considered part of the private area. APH provides private car parks (car parks) within the Parliamentary precincts to APH Access Card holders with parking privileges.
11. The Presiding Officers have authorised DPS to manage the car parking facilities in consultation with the Special Minister of State, the Department of the House of Representatives (DHoR) and the Department of the Senate (DoS).
12. The car parking facilities in APH include the following car parks:
 - a. Ministerial Executive
 - b. House of Representatives car park
 - c. Members' car park
 - d. Senate car park
 - e. Senators' car park
 - f. Loading Dock area - for use by gardeners, approved contractors and Loading Dock security staff only
 - g. Ministerial Wing external car parks on Melbourne Ave (razorblades), excluding the publicly accessible allocated parking bays in the western car park, and

- h. West Block - overflow parking facility when either House of Parliament is sitting (including during Senate Estimates); During these times the boom gate, and swipe access, will be activated between 6am and 11pm; after sittings have finished the West Block car park returns to a public car park and is patrolled by NCA officers, who may issue parking infringements.

13. The car parks accommodate standard passenger vehicles, motorcycles and bicycles.

Conditions of Access and Use

14. APH Access Card holders:

- a. **must** only park for the duration of their working day (see section *Long Term Vehicle and Exceptional Parking Arrangements* for exceptions)
- b. **must** conduct themselves in a manner that does not endanger the safety of others or threaten the security of the Parliamentary precincts
- c. **must** be present in the vehicle when entering the car parks and accept responsibility for the vehicle, and the driver's actions if the vehicle is not driven by the APH Access Card holder
- d. **must not** have more than one vehicle parked in the car parks at any given time
- e. **must** observe all traffic directions in car parks, including not parking:
 - i. on yellow lines
 - ii. in prohibited areas such as footpaths
 - iii. in permit or reserved bays unless authorised
 - iv. obstructing access to emergency exits or fire/electrical equipment, or
 - v. in a position that prevents the free and safe passage of vehicles or pedestrians using the car parks.
- f. **must** observe the posted speed limit and drive in a safe manner
- g. **must** keep their vehicle registration information up to date with APH Pass Office
- h. **must** move their vehicle within two (2) hours if requested to do so by the Team Leader CPO
- i. **must** report any suspected or known instances of non-compliance, damage or accidents to the PSOR, and
- j. acknowledge that the Commonwealth will not be liable for any loss or damage to any vehicle or property suffered in any circumstances arising in respect of their use of the car parks.

15. If an Access Card holder is not in possession of their APH Access Card, entry may be granted to the car parks if their identity and parking privileges can be verified by the PSOR.

16. Vehicles entering the car parks **must** not exceed 2.2 metres.

17. The parking of trailers or caravans is not permitted.

Long Term Vehicle and Exceptional Parking Arrangements

18. Primarily the car parks are for short term parking to support the operation of APH. Conditional parking arrangements can be requested (including parking for a period greater than 24-hours) to support temporary changes to business requirements or needs of an APH Access Card holder. Approval for these arrangements will be considered on a case-by-case basis with consideration of availability of parking facilities for other occupants of the building and other business impacts.
19. Parliamentarians, the staff of parliamentarians, and travelling parliamentary staff may park their vehicle for longer than a 24-hour period where required for business purposes. Notification of the car registration details, and duration of parking period should be emailed to parking@aph.gov.au prior to leaving the vehicle.
20. Any requests for exceptional parking arrangements should be emailed to parking@aph.gov.au at least 24-hours in advance and will be considered by the UBR or SAA as appropriate. Approval is not guaranteed.

Reserved Parking

21. Some parking bays in the car parks are allocated to a specific category of APH Access Card holders or specific office holders. Reserved parking bays are clearly labelled and are only for use by the designated user.

Disability Parking – Australian Disability Parking Permits

22. APH Access Card holders with an Australian disability parking permit may park in designated disability parking bays within the Parliamentary precincts including the car parks.

Motorcycle Parking

23. Designated motorcycle bays are located across the Parliamentary precincts. Motorcycle parking in the car parks should only use the designated motorcycle bays. Motorcycle parking is free of charge in the designated area of the public car park.

Bicycle Parking

24. APH Access Card holders **must** only use designated bicycle racks. The bicycle racks are for the use of commuters. Bicycles are not to be stored long-term in the racks. Locking devices **must not** be left on racks without a bicycle. To mitigate against fire safety risk, power outlets adjacent to bicycle racks **must not** be used to charge electric bicycles and electric scooters for their own personal use. The unauthorised use of power points will result in infringements being issued (see Infringements in **Attachment A**)

Vehicle Failure and Assistance Vehicles

25. Road-side assistance and towing vehicles can be granted access to the car parks to facilitate emergency repairs or the removal of the vehicle from the Parliamentary precincts. General maintenance of vehicles is not permitted in the car parks. Access for assistance vehicles **must** be coordinated through the Parliamentary Security Operations Room (PSOR), and the APH Access Card holder is to escort the driver at all times. The UBR and SAA **must** be notified for assistance vehicles in the Senators' and Members' car park respectively.

Electric Vehicle Chargers

26. All electric vehicle (EV) charging stations are 'multi-use' bays. Multi-use bays may be used for EV charging, but are not reserved for this purpose and can be used by all vehicles.
27. Some EV charging bays are also marked for disabled parking or Commonwealth vehicles only. Only authorised vehicles may use these bays.
28. When using Electric Vehicle (EV) charging stations, APH Access Card holders agree:
 - a. that the charging stations are provided on a first come first served basis
 - b. a charging session may stop for reason of safety or security
 - c. to follow the instructions displayed near the charging station
 - d. to charge their EV in accordance with their EV manufacturer's instructions
 - e. that they may be liable for any damage caused by the negligent use of the charging station, and
 - f. that statistical information concerning use of the charging station may be collected for reporting and operational improvement purposes.
29. To use the EV charging stations, APH Access Card holders will need to install an app on their phone and register an account with DPS's contracted payment provider. Instructions on the setting up of an account and installing the app are displayed near the EV charging stations.
30. The app will provide a time for when the charging session will be completed.
31. General Power Outlets within the car parks **must** not be used for the purposes of charging EVs of any kind. To mitigate against fire safety risk, power outlets adjacent to bicycle racks **must** not be used to charge electric bicycles and electric scooters for their own personal use. The unauthorised use of power points will result in infringements being issued (see Infringements in **Attachment A**).

Compliance

32. Non-compliance or misuse of the car parks will be investigated in accordance with POL.3.0 APH Electronic Access Control System (EACS) Code of Practice, POL.4.0 APH Closed-Circuit Television (CCTV) Code of Practice and POL.5.0 APH Private Area Access Policy.

33. The Presiding Officers, or their delegates, have the right to suspend or cancel parking privileges where a person has abused the privileges associated with the Policy.
34. The ASSOBS are responsible for reporting to the Presiding Officers on incidents of significant non-compliance that require further consideration to rectify.
35. Costs may be recovered from any APH Access Card holder for damage that may be caused by a vehicle (including oil leaks) and urgent removal of a vehicle if necessary for the security and safety of the Parliamentary precincts.

Parking Infringements

36. An APH Access Card holder who does not comply with the Policy may be issued with a Parking Infringement/Warning Notice (at **Attachment A**). The severity of an infringement is determined in accordance with the APH Private Car Parks Infringement Matrix (at **Attachment A**). The suspension of parking privileges will be effective as per the Suspension Period indicated on the Parking Infringement/Warning Notice, unless a Parking Infringement Appeal Form (at **Attachment B**) is received within seven (7) working days. The UBR and/or SAA, as relevant, **must** be informed of infringements intended to be applied to staff of their respective departments or parliamentarians of their respective Houses before infringements are issued.

Appeals

37. An APH Access Card holder may seek a review of the Parking Infringement Notice by completing the Parking Infringement Appeal Form (at **Attachment B**) and emailing it to parking@aph.gov.au within seven (7) days of the notice being issued.
38. If an appeal is lodged, the infringement is withheld until the appeal is finalised. Appeals against a Parking Infringement Notice will be reviewed by the Authorised Review Officer.

Further Guidance

39. For emergencies, maintenance, reporting non-compliance or after-hours assistance please contact the PSOR (02) 6277 5999.
40. To contact Team Leader CPO (02) 6277 8230, or via email parking@aph.gov.au.
41. To register your vehicle details, contact the DPS Pass Office via email securitypass@aph.gov.au.
42. Further guidance on the application of the Policy can be sought from the DPS Security Division, via security.policy@aph.gov.au.
43. For issues in the APH public car park, West Block car park, or the Ministerial Wing public car park contact the NCA (02) 6271 2888 or (02) 6273 4458

Definitions

Table 2 – Definition

Term/Acronym	Definition
APH Access Card	A photographic or non-photographic card that provides unescorted or escorted access to the private areas of APH.
Access Card holder	An individual with an APH Access Card allowing unescorted access to the private areas of APH.
Authorised Officers	An individual approved by the Presiding Officers to issue a Parking Infringement/Warning Notice within private car parks.
Authorised Review Officers	A Senior Executive Service officer who has been appointed by the Secretary, DPS to review decisions on a Parking Infringement Notice.
Commonwealth vehicles	A vehicle displaying a Commonwealth Vehicle Parking Permit, and meets the conditions of that permit, parked within a designated commonwealth vehicle parking bay.
Disability parking bay	Parking bays reserved for vehicles displaying an Australian disability parking permit.
Electric vehicle (EV) charging station	The charging stations for charging electric vehicles that can be found across various car parks.
Exceptional parking	Parking arrangements that have been approved for a temporary period of time with strict conditions.
Infringement Notice	A written notice with a time penalty issued when non-compliance with the Policy occurs.
Long term parking	Vehicle left within the private car parks for a duration that exceeds the reasonable working day of an Access Card holder, or greater than 24 hours.
Multi-use bay	Parking spots that provide the option of charging an EV vehicle, but are not exclusively for the use of, nor reserved for, EV vehicles or charging.
Private area	Any non-public areas that require an APH Access Card or identification for entry.
Private car parks	Designated parking bays within APH that are for the specific use of Access Card holders with parking privileges.
Suspended parking privileges	An Access Card holder whose parking privileges have been suspended or cancelled as a result of non-compliance with the Policy.

Tailgating	The act of gaining entry to the private car parks by following an authorised vehicle through the entry gates without swiping an authorised APH Access Card.
Warning Notice	A written notice issued when non-compliance with the Policy occurs.

Attachment A – Parking Infringement/Warning Notice

This Notice is issued in accordance with the Australian Parliament House Private Car Parks Policy.

This vehicle is parked in contravention of POL.1.2 APH Private Car Parks Policy.

Section 1: Details of vehicle			
Notice No.		TRIM reference <i>Official use only</i>	
Date			
Time			
Location (Car park, level, parking bay)			
Vehicle registration number			
Make of vehicle			
Colour			
Section 2: Notice Type			
<input type="checkbox"/>	Warning Notice	<input type="checkbox"/>	Infringement Notice
Section 3: Identified Breach			
<i>conditions of access and use as per POL.1.2 APH Private Car Parks Policy</i>			
<input type="checkbox"/>	Vehicle obstructing access to emergency exit or equipment		
<input type="checkbox"/>	Parked in a disability parking bay without a permit		
<input type="checkbox"/>	Vehicle gained access by tailgating		
<input type="checkbox"/>	Use of Access Card without card holder present in vehicle		
<input type="checkbox"/>	Parking in a loading zone without a permit		
<input type="checkbox"/>	Electric Vehicle - plugging into a non-authorised outlet (regular) wall outlet to charge		
<input type="checkbox"/>	Parking outside of designated bay areas (No Parking Zones)		
<input type="checkbox"/>	Vehicle parked in an unsafe or inappropriate manner		
<input type="checkbox"/>	Access Card holder fails to move vehicle after being directed to do so (within 2 hours)		
<input type="checkbox"/>	Parked in reserved parking bay without authorisation		
<input type="checkbox"/>	Trailer parked or attached to vehicle		
<input type="checkbox"/>	Vehicle parked in a manner that obstructs access of other vehicles		
<input type="checkbox"/>	Parking more than one vehicle in the car park		
<input type="checkbox"/>	Vehicle parked beyond reasonable duration of a working day		
<input type="checkbox"/>	Registration details not recorded with the Pass Office		
Section 4: Suspension Period			
<input type="checkbox"/>	Up to 8 weeks		
<input type="checkbox"/>	Up to 4 weeks		
<input type="checkbox"/>	Up to 2 weeks		
<input type="checkbox"/>	Warning – first time offence		
Suspension Period of ___ weeks commencing _____ (DD/MM/YY) to _____ (DD/MM/YY)			
Section 5: Issuing Officer			
Name:			
Signature:		Date:	
Section 6: Appeals			
<i>Appeals process as outlined in the Policy</i>			
This Notice may be appealed within seven (7) working days of issue by sending a completed 'Parking Infringement Appeal Form' to parking@aph.gov.au			
The suspension or cancellation of parking privileges will be effective as per the Suspension Period indicated above unless an appeal is received within seven (7) working days. If an appeal is received the infringement is withheld until the appeal is finalised.			

APH Private Car Parks Infringement Matrix

	A breach of conditions that can result in harm to occupants or threatens the security of APH	A breach of conditions that causes disruption to business or prevents others exercising parking privileges	A breach of conditions with limited negative impact to occupants or APH
Offence	<p>Vehicle obstructing access to emergency exit or equipment</p> <p>Vehicle gaining access by tailgating</p> <p>Parked in a mobility disabled spot without a permit</p> <p>Parked in a loading zone without a permit</p> <p>Electric Vehicle - plugging into a wall outlet to charge</p> <p>Use of Access Card without Card Holder present in Vehicle</p>	<p>Parking outside of designated areas (no parking zones)</p> <p>Vehicle parked in an unsafe, inappropriate manner</p> <p>Access Card holder fails to move vehicle after being directed to do</p> <p>Parked in reserved parking bay without authorisation</p> <p>Trailer parked or attached to vehicle</p> <p>Vehicle parked in manner which obstructs access of other vehicles</p> <p>Parking more than one vehicle in the car park</p>	<p>Registration details not recorded with Access Services</p> <p>Vehicle parked beyond reasonable duration of working day</p>
Maximum and Minimum Infringement	<p>Maximum: Up to 8 weeks</p> <p>Minimum: Warning for first time</p>	<p>Maximum: Up to 4 weeks</p> <p>Minimum: Warning for first time</p>	<p>Maximum: Up to 2 weeks</p> <p>Minimum: Warning for first time</p>

Attachment B – Parking Infringement Appeal Form

This Form is to be submitted in accordance with the Australian Parliament House Private Car Parks Policy.

Section 1: Parking Infringement Notice details			
Notice No.		TRIM Reference <i>Official use only</i>	
Date			
Time			
Location (car park, level, parking bay)			
Vehicle registration number			
Make of Vehicle			
Colour			
Name of Issuing Officer			
Section 2: Access Card holder details			
Name			
Access Card No.			
Department or company (if applicable)			
Contact No.			
Email address			
Section 3: Identified Breach <i>conditions of access and use as per the Policy</i>			
Section 4: Reason for appeal (include supporting documentation)			
Signature:		Date:	

Electric Vehicle Charging (EVC) Stations Terms and Conditions (APH Private Car parks) – via EVC Station QR Code, Exploren App and website

1. User acceptance

- a) These terms and conditions (**terms**) apply to the provision of electric vehicle (**EV**) charging stations (**charging station**) by the Department of Parliamentary Services on behalf of the Commonwealth of Australia (**we/us**), to the user of charging stations located in the private car parks at Australian Parliament House.
- b) You accept and agree to be bound by these terms when you use the charging station.
- c) If you use the charging station using an EV that you do not own, your act of doing so will bind the owner of the EV and warrant you have authority to do so.
- d) These terms from time to time can be reviewed and updated by us, and you agree to be bound by the most recent terms.

2. Provision of the charging stations

- a) The charging stations are provided on a first come first served basis and there is no guarantee that charging stations will be available.
- b) You must follow the instructions that are displayed near the charging station (these instructions may change at any time and it is your responsibility to make sure that you follow the instructions that are displayed at the time of using the charging stations) and the manufacturer's instructions for your EV.

3. Use of the charging stations and fair use

- a) You must only charge your EV using the EV charging stations. Charging by plugging into a wall outlet is not permitted.
- b) You may be liable for damages caused from negligent use of the charging station.
- c) The charging station may not be compatible with your EV. You must refrain from using the charging station if they are not compatible.
- d) There may be times when the charging session stops for reasons of safety or security.
- e) The charging stations can only charge one vehicle at a time. You may need to wait for another vehicle to finish a charging session to access the charging service.
- f) Statistical information concerning use of the charging station may be collected for reporting and operational purposes.
- g) To use the charging stations, you will need to install an app on your phone and register an account with our contracted payment processor, Exploren. Instructions on the setting up an account and installing the app are displayed at the EV charging stations. The cost of the charge will be displayed on the app.
- h) The app will provide a time for when the charging session will be completed. You must take note and unplug the charger from your vehicle as soon as possible after the charging session is completed.
- i) Some EV charging bays are marked for disability parking or Government Vehicle only. You must observe all signage. Penalties may apply for non-compliance.

If you need help, please call Exploren on 1300 755 087 or email hello@exploren.com.au