

## PUBLIC WORKS COMMITTEE

### INQUIRY INTO AUSTRALIAN TAXATION OFFICE – PROPOSED FIT-OUT OF NEW LEASED PREMISES AT 6 PARRAMATTA SQUARE (PUBLIC HEARING)

#### ANSWERS TO QUESTIONS ON NOTICE

**Agency:** Australian Taxation Office (ATO)  
**Topic:** Lift Space  
**Senator:** Mr Graham Perrett MP, Chair

#### **Question:**

**Mr Fisher:** The ATO has a dedicated bank of lifts. Our staff can enter lifts at the lift foyer and go directly up to level 10 and through to 15. It's just the ATO staff that will control that block of lifts.

**CHAIR:** Can no other tenants of the building access that bank of lifts, or can other people access those lifts and use them as well?

**Mr Fisher:** Not the ATO lifts, no, because our staff will need to go through a security perimeter to access the dedicated ATO lift bank

**CHAIR:** I'm interested in that. If those lifts then go to the top of the building and the basement, but they're only able to be used by the ATO [...]

**Ms Pandya:** So the question, just to clarify, is: would the dedicated ATO lifts allow staff to travel to the basement, in addition to coming to the ATO floors?

**CHAIR:** If the floor space and all the other floors have lifts that can't be utilised, it's a lot for a landlord to forgo in terms of space. That's the point I was seeking clarification about.

**Ms Pandya:** I don't have that specific detail on me. If it's possible, we could take that on notice and try and provide something within the course of the hearing.

#### **Answer:**

In a building of this size, it is common for some of the lift banks to only service a dedicated sub-set of the floors. The building has multiple banks of lifts. The landlord apportions specific lifts to service particular floors and/or tenancies. Through this apportionment, the ATO will have a dedicated bank of lifts allowing staff to access ATO-leased floors only.

The ATO dedicated lift shafts run the full height of the building floors, however the lift access control will be adjusted to only allow access to the ATO floors from a secured ATO access area in the level 1 lobby.

The ATO lifts do not service the basement levels or other common areas of the building. ATO staff wishing to access the basement will need to transfer to the basement lifts. The separate basement lifts are shared and not for ATO exclusive use.

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#### ANSWERS TO QUESTIONS ON NOTICE

**Agency:** Australian Taxation Office (ATO)  
**Topic:** Parramatta Surge  
**Senator:** Mr Graham Perrett MP, Chair

#### **Question:**

**Ms Pandya:** The ATO does expect the fit-out will last the life of the lease, including the option period, the full 20- or 19-year lease period.

[...]

I can talk to some of the things that the ATO is doing very proactively to position the organisation to be able to manage flux in our accommodation requirement into the future, particularly after we have some more longitudinal data that tells us what occupancy looks like.

The first step is obviously around increased utilisation of unallocated workspaces, because, as I've talked to, they not only optimise the work experience for our staff but allow us to leverage a reduced desk ratio to support growth, which means the ATO doesn't have to go out and procure additional lease space to support a growth in our workforce. That can be a growth in an ongoing workforce or, for example, a surge in contingent workers during tax time, where we see an increase in casual workers. The ATO doesn't have to go out and get more leased space. The ATO is also exceptionally good, in terms of being able to work with—

**CHAIR:** Sorry to interrupt. Could you give us a brief idea of what that surge is like, because it's every year? Is it a 10, 20 or 30 per cent increase? Give us a bit of an idea what the graph looks like of that post-30 June surge.

**Ms Pandya:** I could certainly take that on notice. That's information we could have very quickly to hand.

**CHAIR:** Approximately. Do you put on five per cent more people or 10 per cent? You must have a bit of an idea. People have been paying tax for a while in this country I think.

**Ms Pandya:** The advice that I have is it's approximately a 1,200 increase, at the peak, for tax time.

**CHAIR:** So 1,200 nationwide?

**Ms Pandya:** Yes, 1200 nationwide; that's correct.

**CHAIR:** And at Parramatta?

**Ms Pandya:** I don't have that information.

#### **Answer:**

On average the number of staff in Parramatta can fluctuate by up to 160 people, or 9%, in any given financial year (based on data from the last 5 years). Future growth to both our ongoing and non-ongoing workforce is expected in Parramatta.

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#### **ANSWERS TO QUESTIONS ON NOTICE**

**Agency:** Australian Taxation Office (ATO)  
**Topic:** Rides bike to work  
**Senator:** Hon Keith Pitt MP, Deputy Chair

#### **Question:**

**Mr PITT:** I've just a couple of questions around utilisation. **What sort of percentage of your workforce actually rides their bike to work?**

**Ms Pandya:** I could certainly take on notice the question around utilisation of bike racks. I don't have that [...] I will take that question on notice and, again, try and come back to you during the course of the hearing as to whether we have information on bike rack utilisation.

#### **Answer:**

Currently 6% of ATO Parramatta staff have access to the end of trip facilities which includes bike racks and showers, this equates to 87 staff. Observations show that approximately half this number ride to work.