

# Senate Finance and Public Administration Legislation Committee —Additional Estimates Hearing—February 2017

## Answers to Questions on Notice

### Parliamentary departments, Department of Parliamentary Services

Topic: **Procedures for applying for Parliament House passes**

Question: **73**

Written **Senator Wong**

**Date set by the committee for the return of answer: 13 April 2017**

With reference to the Department of Parliamentary Services information circulars “Reminder: procedures for applying for APH passes” of 10 November 2016 and “Changes to sponsored pass applications and pass Office closure time over the holiday period” of 21 December 2016:

1. Please outline the current workload of the Pass Office, such as the number of passes processed on average on a sitting and non-sitting day, and its capacity to cope with demand.
2. If an individual makes an appointment for a photographic pass, how long can they expect it will be between the time of making the appointment and the appointment occurring?
3. What percentage of the Pass Office’s time, on average each day, is spent dealing with photographic pass issuing and renewal, and other duties such as the processing of bulk pass issue requests?

#### Answer

1. An outline of Pass Office functions and workloads is provided below:

<b>Work activity</b>	<b>Sitting day (average)</b>	<b>Non-sitting day (average)</b>
Photographic pass issue/renewal (by appointment)	40	20
Photographic pass issue/renewal (walk-ins)	10	5
Number of functions requiring passes	18	5
E-mail enquiries	60	25
Phone call enquiries (estimated calls)	70	35

The Pass Office is usually unable to meet the demand for appointments on the first day of sitting periods.

2. Appointments can often take place on the same day they are requested but, more commonly, they occur within 2-3 days. Some appointments have taken place up to one week following a request but this is usually the result of the requesting individual’s subsequent lack of availability at times when pass officers are free to process their application.
3. The issuing and renewal of passes is the sole responsibility of the pass office. The table provided above provides a break-down of tasks in fulfilment of this function.