

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

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **2020 Christmas closure**

Question: **81**

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 Circular “ICT Information Circular – 2020 Operating Hours” of 22 December 2016:

1. How does the 2016 closure compare with the practice over the previous five years?
2. What options are available for the staff of senators and members in this period if they are on call to support their employer exercising their official functions?

Answer

1. The closure of the 2020 Service Desk on the last working day before Christmas Day for the last five years are as follows:

DATE	OPEN	CLOSE
Monday 24/12/2012	08:00	15:00
Tuesday 24/12/2013	08:00	17:00
Wednesday 24/12/2014	08:00	15:00
Thursday 24/12/2015	08:00	14:00
Friday 23/12/2016	08:00	17:00

The Service Desk reopens on the first official working day following the conclusion of the advised Parliament House shutdown.

2. During the Christmas closure period a Service Desk Operator is on call to remotely assist parliamentarians and their staff.