

**Senate Finance and Public Administration Legislation Committee  
—Budget Estimates Hearing—May 2015**

**Answers to Questions on Notice**

**Parliamentary departments, Department of Parliamentary Services**

Topic: **Increased security costs due to pay parking**

Question: **18**

Hansard Reference **p 52; 25 May 2015**

**Date set by the committee for the return of answer: 10 July 2015**

**Senator WONG:** How come you require more security costs? It is not like the car park has changed. Is Parliament House security suddenly doing more as a result of the paid parking?

**Ms Noordeloos:** Yes, they are. As a result of having the parking infrastructure installed, Parliament House security is also providing a frontline customer service. That includes for people who get to the boom gate and either have lost their ticket or have an issue with payment or exit. They also provide support to people who, perhaps, for language difficulties need support in translating, paying at ticket machines and so forth, and deal with any infrastructure problems that emerge, particularly after hours.

**Senator WONG:** Tell me what it used to cost you in terms of security and what it costs now. Do you want to take that on notice?

**Mr Skill:** We would have to do that.

**Answer**

The total cost associated with the Security Branch providing support to paid parking in the public car park is approximately \$120,000 (noting that Security Branch did not provide these services prior to the introduction of paid parking).

Security Branch is now responsible for the management of parking including customer service and the coordination of compliance and enforcement activities.

Please also see the Department's response to Senate Question on Notice No. 2092.