

Senate Finance and Public Administration Legislation Committee — Budget Estimates Hearing—May 2017

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: Pass Office - time spent on tasks

Question: 30

Hansard Reference: p 118, 22 May 2017

Date set by the committee for the return of answer: 7 July 2017

Senator KITCHING: I would like to clarify a couple of matters arising from questions on notice 73 to 75 from the additional estimates period. It is in relation to the procedures for applying for parliamentary passes. In response to part 3 of question on notice 73, what percentage of the pass officers' 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? The table was very helpful; that is provided in paragraph 1 of the answer. What we were really after was not the execution of each category of the task and the amount of time that consumed, but rather the volume of each individual task as provided in the table. For example, would the pass office spend 50 per cent of staff time each day processing photographic passes?

Mr Cooper: We do not measure the workforce of the pass office in that way. We can certainly attempt to provide it to you in percentage figures, but I would add that it would be a rough estimate of time spent.

Senator KITCHING: If you could do that, it would be helpful.

Answer

The previous answer to the Question on Notice provides an outline of Pass Office functions and workloads, as a unit average, during sitting and non-sitting periods.

The table below represents an estimated breakdown of the percentage of time spent by the Pass Office per day. The figures are based on an estimate of the average time required to execute a business-as-usual or more routine task.

Work activity	Sitting day	Non-sitting day
Photographic Passes issue/renewal-by appointment (includes email enquiries and phone calls)	56%	35%
Photographic Passes issue/renewal (walk ins)	6%	6%
Total on photographic pass issues and renewal	62%	41%

Number of function requiring passes	12%	3%
General email enquiries (not related to photographic pass renewal/issue)	20%	10%
General phone call enquires (not related to photographic pass renewal/issue)	4%	3%
General administration	7%	43%
Total on non-photographic pass work activities	38%	59%

Note: All figures in the tables are rounded to the nearest number.

General administration includes administrative tasks, such as filing, and also accounts for staff training/development and leave.