



DPS ref: 12/1187

21 August 2012

Ms Christine McDonald
Secretary
Senate Standing Committee on Finance and Public Administration
Parliament House
Canberra ACT 2600

Dear Ms McDonald

Correction to Questions on Notice Answers, Budget Estimates May 2012

On 6 July 2012, DPS submitted responses to questions asked by the Senate Standing Committee on Finance and Public Administration at or after the Budget Estimates hearings on 21 May 2012.

I write to advise that three incorrect figures were provided in response to Question 44, regarding visitor and tour numbers.

The correct number of visitors for the financial year to 18 June 2012 is 816,074—not 722,416 as previously stated; and the tour participation rate has been adjusted accordingly.

The 2004–05 and 2005–06 figures provided for public tours were incorrectly reported using school tour numbers. The number of public tours in these years is not available.

Finally, following further review of records, including CCTV, additional information is now provided relating to malfunctions of the security gates recently installed in the Senate and House of Representatives carparks.

Please find enclosed the corrected responses for the Committee's attention.

Yours sincerely

Carol Mills
Secretary

Attachments:

Corrected response to QoN 44
Corrected response to QoN 73

Senate Finance and Public Administration Legislation Committee —Budget Estimates Hearing—May 2012

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **number of formal visitor tours**

Question: **44**

Hansard reference **F&PA p.21–22, 21 May 2012**

Date set by the committee for the return of answer: 6 July 2012

Senator FAULKNER: Let us cut to the chase. How much has it been reduced by?

Mr Kenny: Senator, I am reading from our last annual report, so we are talking 2010-11 numbers and not current year. We have reported the total number of tours there. The total number of general public tours is down to 1,911, which is a reduction of a bit over 420 on the previous year.

Senator FAULKNER: It is down to 1,911.

Mr Kenny: That is general public tours from 2,331 the previous year and down from 4,527 the year before that. **Senator FAULKNER:** ... What is the current situation? What are the most recent figures you have got? Is it still going down?

Mr Kenny: I do not have that number in front of me. We will get something for you.

Senator FAULKNER: I would appreciate you taking that on notice. Is it true also that people now have to pay for some of the tours that had previously been conducted at no cost?

Mr Kenny: There have always been paid tours offered.

Senator FAULKNER: Yes, but that is not the question I asked, Mr Kenny. I asked: is it true that some tours that were previously provided at no cost are now provided at cost?

Mr Kenny: I do not know. I will ask Bronwyn Graham.

Senator FAULKNER: If you could take that on notice, I would appreciate it.

Answer (corrected from answer submitted on 6 July 2012)

The number of public tours conducted since 2006–07 is shown in the table below, with the tour participation rates where available. Prior to that year, data on the number of public tours is not available.

	04–05	05–06	06–07	07–08	08–09	09–10	10–11
Visitors¹	878,553	880,046	889,115	867,220	863,552	866,000	820,783
Public Tours	Data not available		5,055	4,981	4,527	2,331	1,911
Participants					101,236	78,114	73,196
% on Public Tours	Data not available				12%	9%	9%

For the financial year to 18 June 2012, there have been 816,074 visitors, and 1,536 public tours with 58,283 participants—a participation rate of 7%.

Prior to 2011, there were no formal guidelines for DPS staff to determine which special request tours should attract a charge. This resulted in an inconsistent application of the way some groups were classified. In 2011, DPS developed a set of guidelines in consultation with the Department of the Senate and the Department of the House of Representatives. These guidelines ensure a consistent approach to the classification of special request tours.

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¹ The number of visitors is measured at the public entrance using security screening equipment, which includes tourist visitors, business visitors and visitors attending functions and events in the building.

The guidelines provide for a free private tour for guests of Senators, Members and senior parliamentary staff, guests of Government, guests of the Parliament, embassies and high commissions, not-for-profit organisations, community groups and Australian educational institutions.

For other groups not participating in one of the free public tours, a fee applies of \$9.50 per person during business hours, and \$15 per person out of hours, with a minimum of \$80 per group. This fee is applied to Government departments, private organisations, commercial tour operators, associations, conference groups, individuals, and educational institutions outside of Australia. The application of these guidelines impacts largely on Commonwealth agencies, for whom in the past DPS had provided special request tours free of charge.

Senate Finance and Public Administration Legislation Committee —Budget Estimates Hearing—May 2012

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **New security gates**

Question: **73**

Written **Senator Kroger**

Date set by the committee for the return of answer: 6 July 2012

- 1 How many complaints has the Department received about the new security gates installed at each of the car park entrances?
- 2 On what dates were the eight new car park gates installed?
- 3 Could you please detail how many times the gates have not functioned properly, including which gates and on what dates, the cause of the problems and what action was required by the Department?
- 4 What has been the cost associated with these incidents involving the gates, including any additional police or security involvement?

Answer (corrected from answer submitted on 6 July 2012)

1. DPS has not received any formal complaints about the security gates. However, verbal comments were received on such matters as the amount of notice given to Senators, Members and other building occupants about the timing of the installation of the gates, the timing of the opening of the gates, and the operation of the indicator lights. These have been addressed.
2. Installation dates are listed in the table below.
3. The table below also lists reported and/or observed malfunctions of the new security gates to the Senate and HoR private car parks between 1 May and 30 June 2012. These incidents required minor actions by the security gate contractor, DPS Mechanical Services, PSS or Projects staff to reset the electronic control system (located near each entry/exit) and restore full functionality.
4. Costs associated with the incidents are listed below.

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Security gates to Senate and HoR carparks

Carpark Entry/Exit	Installed and commissioned	malfunctions	Date	Hrs	Cost \$
HoR side Members exit	27 March 2012	road loop failure	6 May 2012	2	
			13 May 2012	1	
HoR side Members entry	30 March 2012	gate control failure (electronic control system)	7 May 2012	1	
			11 May 2012	1	
			22 May 2012	0.5	
HoR side Authorised Parking entry	23 April 2012	gate control failure (electronic control system)	11 May 2012	0.25	
			14 May 2012	0.1	
			14 May 2012	0.6	
			15 May 2012	0.25	
			21 May 2012	0.6	
			21 May 2012	0.1	
HoR side Authorised Parking exit	30 April 2012	road loop failure	9 May 2012	0.5	
			30 May 2012	0.33	
			18 June 2012	1	312.50
Senate side Senators entry and exit	15 April 2012				
Senate side Authorised Parking entry	14 May 2012	gate control failure (electronic control system)	22 May 2012	3	
			30 May 2012	0.33	62.50
			8 June 2012	1	62.50
Senate side Authorised Parking exit	21 May 2012	road loop failure	21 May 2012	1.5	
			31 May 2012	1	62.50
			1 June 2012	1	312.50
			2 June 2012	1.25	
			3 June 2012	1	312.50
			4 June 2012	1	312.50
			5 June 2012	1	62.50
			5 June 2012	1	62.50
			5 June 2012	0.33	312.50
		Total		22.89	1,875.00

Notes:

- The difference in costs against hours is due to the Maintenance Services after-hours callout fee of a minimum claim of 5 hours.
- These costs only relate to the attendance by Mechanical Services staff. Where there was involvement of on-duty PSS and AFP officers or Projects staff, there was no additional cost. Attendance by gate contractor staff was covered under the defects liability provision of the contract.