



## APH Access Card and Suite access Frequently Asked Questions

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## What is an Australian Parliament House (APH) Access Card?

An APH Access Card is an identity verified electronic card that enables access into:

- private areas of the building
- suites/offices
- carparks, and
- slip roads.

Access is controlled through the Electronic Access Control System.

The access arrangements available to an APH Access Card holder is determined by [POL.5.0 APH Private Area Access Policy](#).

## Conditions of use

All cardholders are obligated to comply with the 'Conditions of Use' which are set out in [the Policy](#). The 'Conditions of Use' are also printed on the back of APH Access Cards. Non-compliance is considered a security incident and may result in access removal.

## Display of card

Parliamentarians are not required to display their APH Access Card. All other cardholders are required to display their APH Access Card when inside APH. The APH Access Card must be visible at all times, either on your clothing or on a lanyard.

If your card is not visible you may be asked by a Parliamentary Security Service (PSS) Officer and/or Australian Federal Police (AFP) to show your APH Access Card. As a 'Condition of Use', you are obligated to present the card at any time on request by PSS and AFP.

## APH Access Card validity, expiry and changes to organisation/circumstances?

The duration (validity) of each category of APH Access Card is determined by the [POL.5.0 APH Private Area Access Policy](#).

When your APH Access Card is due to expire an email will be sent to the email address which was provided to the APH Security Pass Office to remind you of the need to submit a new application for a renewed card.

If you change organisation or experience any change in circumstances that may impact your suitability to hold an APH Access Card, you must notify the APH Security Pass Office via [securitypass@aph.gov.au](mailto:securitypass@aph.gov.au).

If you no longer require an APH Access Card you must notify the APH Security Pass Office and return your card to the office in person or via mail: Attn: APH Security Pass Office, PO Box 6000, Canberra ACT 2600.

## What access arrangements exist on APH Access Cards?

Access arrangements by card category are determined by the [POL.5.0 APH Private Area Access Policy](#). These access arrangements include:

- hours of building access
- duration of the APH Access Card
- carpark access
- slip roads access, and
- visitor sign in privileges.

## Who can access a suite, office or other workspace?

APH Access Cardholders can only access an area controlled by card readers via the Electronic Access Control system if they have been granted permission.

Building access arrangements available to an APH Access Card holder is determined by [POL.5.0 APH Private Area Access Policy](#).

Access to suites, offices or other workspaces under electronic access control is determined by the applicable Access Official. The Access Official role is held by the owner of the suite, office or other workspace and other Access Officials nominated by them. The Security Pass Office maintain a list of the Access Officials. If you are the owner of a suite, office or other workspace within the private areas of the building and wish to nominate an Access Official please use the [Authorised Officer Nomination form](#).

**Who do I contact if I identify unauthorised access of my suite, or in an emergency?**

Unauthorised security access – call security operations on 02 6277 **5999**

Emergencies including fire or ambulance requirements:

- If located in the building or parliamentary precincts, call security operations on 02 6277 **7117**
- If located at any other location, call **000**