



**JOINT STANDING COMMITTEE ON THE NATIONAL CAPITAL AND
EXTERNAL TERRITORIES**

Inquiry into Canberra's national institutions

Department of Parliamentary Services

**Responses to questions on notice from public hearing
20 September 2018**

Joint Standing Committee on the National Capital and External Territories inquiry in Canberra's National Institutions – Public Hearing – Thursday, 20 September 2018

Answers to Questions on Notice

Department of Parliamentary Services

1. Question – A breakdown of schools who attend Australian Parliament House (APH), particularly State/Territory schools versus Private schools.

While the name of each school that visits is captured, the booking system does not capture or distinguish the difference between public and private schools.

Below is a breakdown by State/Territory of the students visiting Australian Parliament House for the 2016/17 and 2017/18 financial years.

2016/17		
Parliamentary Experience Office and Visitor Services Booked and Actual Students by State		
	Booked Students	Actual Students
Australian Capital Territory	3,036	2,760
New South Wales	68,378	65,653
Northern Territory	702	686
Queensland	16,223	15,819
South Australia	5,805	5,608
Tasmania	1,740	1,683
Victoria	20,666	19,971
Western Australia	5,523	5,440
Total	122,073	117,619
2017/18		
Parliamentary Experience Office and Visitor Services Booked and Actual Students by State		
	Booked Students	Actual Students
Other	340	420
Australian Capital Territory	3,398	3,230
New South Wales	67,163	64,644
Northern Territory	804	788
Queensland	17,446	17,148
South Australia	6,079	5,896
Tasmania	2,041	1,942
Victoria	21,600	20,978
Western Australia	5,325	5,141
Total	124,196	120,187

2. Question – Provide details on costings for school tours

It is not possible to determine an exact figure of tours conducted for students, however based on the number of school tours conducted and the average hourly cost of a Visitor Services Officer (plus an administrative component to support visits) the annual cost to DPS in the 2017/18 financial year was approximately \$72,723.

3. Question – Provide information on the problems that have occurred trying to collect post codes in the Parliament Shop.

The current Point of sale system does not allow for an efficient capture and reporting of postcode data. A review of all retail point of sale systems used by DPS is underway which will examine this and other issues. A manual solution will be implemented until a better system solution can be found.

4. Question – Number of shop purchases

	2016/17	2017/18
Customers	54,560	57,029
Revenue	\$1,173,488	\$1,268,009
Average spend	\$21.51	\$22.23