



**Australian Government**  
**National Capital Authority**

**SUBMISSION 55.7**

Senator Kate Lundy  
Chair  
Joint Standing Committee on the National Capital  
and External Territories  
Parliament House  
CANBERRA ACT 2600

Dear Senator Lundy

I would like to bring to the Committee's attention points of correction in regard to evidence provided to the Inquiry by Mr Jim Paterson and Mr John Williams appearing for the Canberra Region Tourism Operators Association (CRTOA) on 23 April 2008.

During evidence, Mr Jim Paterson raised the issue of the Westminster Chimes at the National Carillon not being switched on following recitals. A National Capital Authority e-mail response to Mr Paterson on 11 January 2008 (attached), stated that the Westminsters are turned off during recitals, when functions are being held in the Chimes Function room, when the carillonists are practicing and when maintenance is being performed on the bells and other areas of the Carillon. The e-mail also apologised for any disappointment caused to his customers as a result of the Westminsters being turned off.

Mr Paterson also claimed that the May meeting of the Lake Users Group was postponed indefinitely. The meeting was postponed however I am advised that the Group, of which Mr Paterson is a member, was informed that they would be advised of the new meeting date as soon as possible. The date for the next meeting has been confirmed for 4 June 2008.

Mr Paterson and Mr John Williams made a number of comments in regards to the opening hours of the National Capital Exhibition. The new opening hours have been posted on the NCA website since 23 February 2008 when the changes came into effect. Briefings were held for Australian Capital Tourism (22 January 2008) and the National Capital Attractions Association (6 February 2008) of which CRTOA is a member. I understand Mr Williams was not present during that briefing however I am advised that another CRTOA member was present.

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I received a letter from Mr Williams on 17 April 2008 seeking more information on the change to the opening hours. The NCA's Director of Exhibition and Outreach, Mr Peter Byron, arranged to meet Mr Williams to discuss the issue. Unfortunately, Mr Williams cancelled the meeting on 18 April 2008 and cancelled a further meeting that was arranged for 22 April 2008. I am advised that a meeting did take place on 29 April 2008, attended by Mr Williams and Mr Paterson, and that they have been fully briefed on these matters.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A Pegrum', written in a cursive style.

Annabelle Pegrum AM

Chief Executive

8 May 2008

**From:** "Patos"  
**To:** "Karen Kennedy"  
**Date:** Tue, Jan 15, 2008 8:19 am  
**Subject:** Re: Carillon Chimes [sec=unclassified]

g'DAY Karen

Thanks for that lets look forward to fewer disappointments.

Regards,

Jim Paterson

----- Original Message -----

**From:** "Karen Kennedy"  
**To:** "Patos"  
**Sent:** Monday, January 14, 2008 8:49 AM  
**Subject:** Re: Carillon Chimes [sec=unclassified]

> Security:[SEC=UNCLASSIFIED]

>

> Dear Jim

>

> I do understand your concern and agree the National Carillon is for all  
> Australians. I will ask the Carillon director to raise the issue with  
> the carillonists to ensure that the Westminster are always turned back  
> on once their recitals and tours are completed.

>

> Thanks again for your feedback.

>

> Regards

> Karen Kennedy

>

> >>> "Patos" 12/01/2008 8:20 am >>>

> g'DAY Karen

>

> I feel you are missing the point it is called the National Carillon and

> is

> therefore the property of all Australians and it is not my customers

> that

> are disappointed but Australian citizens who reasonable expect the

> Carillon

> to be operating. Not everyone is able to attend the scheduled

> performances

> and they look forward to at least hearing the bells when the

> Westminster

> Chimes are played.

>

> It is my experience that the chimes have not been operational even

> when

> there are no lights on in both Chimes and the keyboard room and a phone

> call

> to the National Capital Exhibition has resulted in them working on my

> next  
> visit.  
>  
> Kind regards,  
>  
> Jim Paterson  
>  
>  
> ----- Original Message -----  
> From: "Karen Kennedy" <  
> To: \* /  
> Cc: "Peter Byron" <  
> Sent: Friday, January 11, 2008 2:35 PM  
> Subject: Carillon Chimes [sec=unclassified]  
>  
>  
>> Security:[SEC=UNCLASSIFIED]  
>>  
>> Dear Jim  
>>  
>> The Westminster Chimes at the National Carillon are turned off when  
>> there are functions held at Chimes function room at the Carillon or  
> when  
>> carillonists are practicing. The Westminsters will also be turned  
> off  
>> when there is maintenance performed on the bells or other areas of  
> the  
>> Carillon. Recitals will be held as advertised but unfortunately we  
>> cannot guarantee the Westminster Chimes will always be operating. I  
> hope  
>> this answers your query and apologise for any disappointment caused  
> to  
>> your customers.  
>>  
>>  
>> Regards  
>> Karen Kennedy  
>> Exhibition Facilities Manager  
>> National Capital Exhibition  
>>  
>>  
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