

**Senate Standing Committee on Environment, Communications and the Arts**  
**References Committee**  
**Inquiry into the Green Loans Program**  
Climate Change and Energy Efficiency Portfolio  
Department of Climate Change and Energy Efficiency

Answers to questions on notice  
June 2010

**Question No:** 7  
**Topic:** Fieldforce booking system  
**Hansard Page ECA:** 99

**Senator Birmingham asked:**

**Senator BIRMINGHAM**—Thank you. I will go to a serious issue first and come back to the extraneous one. In relation to the booking system, Fieldforce told us that in their various discussions with the department they demonstrated how their booking system worked, how assessors could simply receive their booking confirmations online and how it obviously seemed to work far more efficiently than the department's. Indeed, they claim to have offered to set the system up for the department for free, which seems to be an extremely generous offer. Did the department have such discussions with Fieldforce about their online booking system?

**Mr Thompson**—We will have to take that on notice because our corporate memory does not stretch back that far. Certainly there were discussions that I was a party to with Fieldforce later on in the life of the program about their booking system, but the particular discussions you are referring to I am not aware of.

**Answer:**

Departmental staff recall attending a demonstration of the Fieldforce booking system in late 2008.

A search of Departmental records has not identified any offer from Fieldforce to provide their booking system, or a booking system, for the Green Loans Program free of charge.