

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2011-12 Supplementary Estimates Hearings**

**Outcome Number:** 1

**Question No:** 81

**Topic:** Family Relationship Services Online

**Hansard Page:** 20/10/2011 CA37

**Senator Bernardi** asked:

What was the capital cost of implementing FRS Online? What are the current operational costs of maintaining that? What are the staff allocations for maintaining that system (FTE equivalent)? Please provide a breakdown of staff classifications for those who are allocated to it.

**Answer:**

The total capital cost for the development and implementation of FRSP Online was approximately \$1.073 million. This amount included initial capital costs for external contractors and major upgrade of the asset, such as ICT infrastructure costs, servers and software licences.

Departmental funds and staff are not allocated specifically for FRSP Online maintenance. The operational costs are shared by the Department's business, technical and system support areas.