

Senate Finance and Public Administration Legislation Committee
Additional Estimates Hearing – February 2010
ANSWER TO QUESTION ON NOTICE

Topic: Green Loans – Fieldforce Bookings over Christmas

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Question: (Senator Milne)

Senator MILNE—So, for the purposes of new bookings the call centre was closed and there was no other mechanism for assessors, other than those at Fieldforce, to make bookings during that period?

Mr Thompson—I would have to clarify whether that is the case. I understand what you are asking but I do not know whether that is the case.

...

Mr Thompson—The call centre was only on limited operations for the period 25 December to 10 January, so it is not four weeks.

Senator Wong—Christmas Day to 10 January—so some 16 days—which obviously includes a number of public holidays. So, in that period the evidence here is that the call centre was only operating in a limited capacity to reschedule or cancel bookings. Your question is that for that period whether or not Fieldforce was able to make bookings?

Senator MILNE—Yes, and to clarify further, my understanding is that the call centre remained closed for new bookings for a further two weeks after 10 January. Is that not correct? What was the arrangement after 10 January? Was it business as usual?

Mr Thompson—That is not the advice I have. The advice I have is that it resumed on 11 January.

Senator MILNE—So, it was business as usual from 11 January?

Mr Thompson—Yes.

Senator MILNE—So, between those dates, as the minister just said, 25 December to 10 January, did Fieldforce make any bookings?

Mr Thompson—I do not have the information so I am going to have to take that on notice.

Answer:

On 24 December 2009, Fieldforce were advised that the Green Loans call centre would not be operational between 25 December 2009 and 8 January 2010. During this period cancellations or rescheduling of existing bookings would be accepted.

The systems registered bookings from the reopening on 11 January 2010. Therefore there were no new bookings made for Fieldforce during the period 25 December 2009 to 8 January 2010.