

Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Budget Estimates Hearing – May 2009

Department of Finance and Deregulation

Finance and Deregulation Portfolio

Outcome 3, Program 3.1.1

Topic: Electorate Office Network Changes

Question reference number: F50

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Senator Polley asked:

Could you give us an update as to how that rollout is progressing, because there are some really lengthy delays in some of our offices in accessing material?

Answer:

The Department of Finance and Deregulation (Finance) is currently upgrading Electorate Office line capacity to improve response times. 74 offices have had their line capacity increased as of 1 June 2009 and the upgrade to the line capacity of another 13 offices is currently in progress at the moment and is expected to be completed by the end of August. Upgrades to the remaining electorate offices are being planned, and are scheduled for completion within the next twelve months.