

DEPARTMENT FOR PLANNING AND INFRASTRUCTURE - LICENSING CENTRE PHONE LINE

**1129. Hon SIMON O'BRIEN to the parliamentary secretary representing the Minister for Planning and Infrastructure:**

- (1) How many operators staff the 13 11 56 Department for Planning and Infrastructure phone line?
- (2) Does the department have targets for time taken to answer calls; and, if so, what are these targets and what standard is being achieved?
- (3) What is the average waiting time for someone making a call to this service to speak to a DPI officer?
- (4) How many calls go unanswered in cases in which the system initially receives a call but the caller hangs up before getting through to a real person?

**Hon SALLY TALBOT replied:**

On behalf of the parliamentary secretary to the Minister for Planning and Infrastructure, I thank the honourable member for some notice of the question. It does appear that there is an answer to the first question, which I believe the honourable member might have asked yesterday.

**Hon Simon O'Brien:** Yes. That was the one I was starting -

**The PRESIDENT:** Parliamentary secretary, do you have an answer to the question that the Deputy Leader of the Opposition has asked?

**Hon SALLY TALBOT:** I have an answer to the first question he asked.

**Hon Simon O'Brien:** The second one, apparently, has been redirected.

**The PRESIDENT:** Perhaps if you can just give the answer and Hansard will marry the answer to the particular question, and then we will move on to Hon Robyn McSweeney's question.

**Hon SALLY TALBOT:** I thank the President for his guidance.