

PERTH STORMS — DEPARTMENT OF TRANSPORT LICENSING CENTRES

**129. Hon KEN TRAVERS to the Minister for Transport:**

- (1) Can the minister confirm that the Department of Transport licensing centres have had significant increases in their workloads, in particular from answering calls and processing transfers and registrations due to the recent storm?
- (2) Does the Department of Transport monitor the number of calls not answered; and, if yes, how many have not been answered since the storm?
- (3) How many messages left on the Department of Transport answering service have not been responded to at this stage?
- (4) Are any staff working overtime; and, if yes, how much overtime has been approved for the Department of Transport licensing centres?
- (5) When does the minister expect the backlog in workload to be cleared?

**Hon SIMON O'BRIEN replied:**

I thank the honourable member for some notice of the question.

**Hon Ken Travers:** We know you can't cope with more than one question without notice a day.

**Hon SIMON O'BRIEN:** I am just waiting for the applause to die down.

**The PRESIDENT:** Order! There is only one Minister for Transport.

**Hon SIMON O'BRIEN:** In general terms, the Department of Transport has been challenged by a lot of extra work. I am very impressed with the way that it has been responding. I hope that the tone of the member's question does not imply any criticism.

**Hon Ken Travers:** Where is the criticism in that?

**Hon SIMON O'BRIEN:** I do not know what the member is on about.

- (1) Yes.
- (2) Yes. The call centre has calculated that 58 594 callers received the engaged signal since 23 March 2010. However, this includes all licensing call enquiries.
- (3) There is no capacity for callers to leave a message.
- (4) Yes. Overtime has been undertaken. Transport has not yet calculated the approved hours for licensing centres.
- (5) It is unclear how long the additional volume of work will need to be undertaken, as an estimated 40 000 vehicles are expected to be written off.

I conclude by saying that the affected areas in the Department of Transport are finding new and innovative ways to streamline processes. The staff are working very hard. As the minister responsible, I am very, very pleased with them.