

Senate Standing Committee on Education Employment and Workplace Relations

**QUESTIONS ON NOTICE
Budget Estimates 2012-2013**

Outcome 1 – Early Childhood, Working Age and Indigenous Participation

DEEWR Question No. EW0241_13

Senator Nash asked on 29 June 2012, Hansard page 34

Question

Child Care Management System – Cost of Fixing Connectivity Issues

Senator NASH: In terms of preparing that system, is the cost of that something you are aware of, or is that something that sits in FaHCSIA? Ms Taylor: It is part of FaHCSIA's IT support and ongoing program. Senator NASH: Insofar as you can, to save me trying to do this through another department, could you try and access for me the cost of preparing this, given that the issue does sit here? Perhaps FaHCSIA can provide that information to you. Ms Taylor: I can take that on notice. Ms Taylor: It may be, though, and I am not sure that it would be part of their normal budgetary process. I would imagine that there is an allowance for dealing with issues seeing as they provide that. Senator NASH: Absolutely. I think you are probably quite right and it probably is. But they might be able to quarantine the amount and the hours and the work that went into actually fixing it for us. Senator NASH: Thank you for taking on notice to FaHCSIA the possible cost. Could I just add to that the question of whether there were any external IT contractors they had to use.

Answer

The Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) has provided the following response.

FaHCSIA does not record effort spent on specific IT issues for specific applications. A number of teams work on different issues at any one time. These teams include work covering Infrastructure (servers etc.), communications (gateway to the internet etc.) and applications (e.g. CCMS). Within the support teams there is a mix of staff and contractors. In relation to this particular CCMS issue no additional contractors were engaged to assist in its resolution.