

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2011-2012**

Outcome 1 - Early Childhood

DEEWR Question No. EW0455_12

Senator Nash asked on 1/06/2011, Hansard page 128.

Question

Child Care - Response Time to Email Correspondence

Senator NASH: Are you aware of the time frame requirement for response to email correspondence? Mr Kimber: I think there is a standard but I understand that 96 per cent of calls are resolved within 24 hours. Senator NASH: No, I was talking about email correspondence. Ms Shannon: I think we use the same timing standard of 24 hours. Mr Kimber: We can take that on notice and just check and confirm that.

Answer

An automated response acknowledging receipt of an email is returned to the sender for all email and fax correspondence to the Child Care Management System (CCMS) Helpdesk. The response includes a reference number and contact details should the correspondent wish to make further contact with the Helpdesk.

Approximately 96 per cent of emails received by the CCMS Helpdesk are responded to within one business day of receipt.

Complex enquiries are responded to within 10 business days of receipt.