Question: PM9(a-b)

Topic: 2008-09 Annual Report

Type of Question: Written

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Number of pages: 2

a)   In the Annual Report, it is stated that 'In the 2009 Budget, the government committed additional funding for the Community Cabinet program to resource:' and then lists four areas (Dept of PM&C Annual Report 2008-09, p.82). Can you provide me with a breakdown of exactly how much of this 'additional funding' is allocated to each of the four areas listed on page 82?

b)   According to the Annual Report, 99.95 per cent of congratulatory messages were received on time (Dept of PM&C Annual Report 2008-09, p.86). How does the Department determine if these messages were received by the people on time? Does the Department contact each person to see if they received their message on time?

Answer:

a) Of the additional funding committed by the Government for the Community

Cabinet program:

1) $608,000 has been allocated to resource the continuation of detailed briefing, a coordinated reporting regime and regular analysis of issues and trends.

2) $435,000 has been allocated for the development and implementation of engagement strategies, including web content development, on-line engagement tool development and associated running costs.

b) The department does not contact each recipient to see if they received their message on time. Performance of the congratulatory message service is assessed by reference to despatch procedures.

The department aims to despatch messages seven calendar days ahead of the celebration date, which is approximately double Australia Post's guaranteed delivery time between metropolitan and country areas, and more than double the delivery time between metropolitan areas.

- Express Post services are used for message requests received inside seven days, but only where the message would still be received on time based on the guaranteed delivery time for the destination postcode.

- Message requests (including belated requests) that are received too late to enable on-time delivery by either means are not counted against the department's performance.

In 2008-09 the department processed 11,898 congratulatory messages (including 983 belated requests), and estimates that six messages (0.05% of 10,915 on-time requests) were despatched too late to be received on time due to administrative error (such as incorrect data entry), resulting in an estimated on-time message delivery/receipt figure of 99.95%.