

QUESTION ON NOTICE
No. 1240
Asked on 15 September 2009

MR HOPPER asked the Minister for Primary Industries, Fisheries and Rural and Regional Queensland (MR MULHERIN)–

QUESTION:

Why are questions seeking general information from the department always forwarded to the ministerial office causing a 6-8 week delay in responding to my constituents, when the question could be easily answered by the departmental staff?

ANSWER:

The standard process for Members of Parliament (MP) or ministerial officers seeking information on behalf of constituents is to direct queries through the relevant Ministerial Office. Should an MP wish to speak directly to departmental staff, they can request a meeting through the Ministerial Office.

As a general rule enquiries from members of the public to departmental officers for general information or operational matters do not come through the Minister's Office for response. They are handled by the relevant work unit of the department.

Members of the public are able to contact Queensland Primary Industries and Fisheries (QPIF) through a 24 hour call centre and will be directed to the appropriate staff member. General information about QPIF is also available on the internet.

Members of the public are also able to approach the Minister directly or by contacting their local MP for representation.

Responses to complex requests, for example those that require investigation of particular biosecurity or fisheries cases or those that cross multiple portfolios, may take longer. Every effort is made to ensure timeliness of responses.

If an MP is concerned about a particular outstanding request for information, they can contact the Ministerial Office.