

The team also recommends that one person year be moved with the function. There are a number of reasons underlying this recommendation. The most important of these is the fact that the Registry backlog represents a more serious long term problem for the program than Visa/Correspondence backlog existent at the time of the team's visit. With the proposed transfer of other duties to Registry, e.g. both incoming and outgoing mail, together with the recommended procedural changes regarding the handling of enquiries, the team considers that additional resources are needed in this section. The transfer of one person year to Registry will provide these necessary resources without seriously undermining Correspondence productivity. (See Section 4.4.2).

Recommendation 13: Replacement of the existing franking machine be considered.

Recommendation 14: The functions of mail opening and forwarding be consolidated into a single position in the Registry.

Recommendation 15: One person year be transferred from the Visa/Correspondence section to the Registry to handle all mail functions, to assist in answering enquiries, attaching documents to files and generally to assist in Registry.