



## We understand many people are experiencing trouble contacting the Board by phone.

We are currently investigating a range of options to improve our telephone service but:

- We do not have a call centre to respond to incoming calls.
- The staff who answer your calls are the same people who are processing your payment and documentary evidence, assessing your application for registration and renewal and providing follow ups to ensure your registration is approved in a timely manner.
- We are a very small team (3.37 FTE) and often only have capacity to have one or two phone lines open. In peak times and periods of demand we all try to (wo)man the phones but this is often at the expense of processing. As you can imagine it is a balancing act.

This is why we recommend you email us on [trb.admin@trb.tas.gov.au](mailto:trb.admin@trb.tas.gov.au) to ensure your enquiry is resolved.

We have also developed a range [of frequently asked questions](#) on our website which may contain the information you seek.

We appreciate your patience.

