



Senate Select Committee on Job Security

TriCare Responses to Questions on Notice at Public Hearing 28 July 2021

1. What proportion of your part-time workforce are on minimum-hour contracts?

TriCare currently has 1026 part time employees on a minimum hour contract.

Also, any part-time workers who are on minimum-hour contracts, provide us the breakdown of their contracted hours and how many of them work more than their contracted hours per week.

Cohort	Number of Workers
Less than 15 Hrs/FN	11
15-25 Hrs/FN	45
25.5 – 45 Hrs/FN	270
45.5 – 65 Hrs/FN	448
Over 65 Hrs/FN	252

Due to the current rostering practices and payroll system configuration, we do not routinely track, or report hours worked above contracted hours therefore this data is not available.

2. No question taken on notice as response was provided at the public hearing, please refer transcript

CHAIR: Ms McMahan, thank you for your evidence so far and the forthright way that you've presented it. I appreciate the insight that you've been able to give to the committee. I'm mindful that you've been at the operations now for eight weeks. Some of these questions will go to the question of when you must be doing costing models. I'm sure your desk is covered in spreadsheets. Are you aware that TriCare received \$103 million in federal government funding in the 2019-20 financial year? **Ms McMahan: With regard to any specific answers about that, I'd have to take it on notice, but obviously, yes, I've seen financial reports and I am aware of the funding level that we've received.**

3. Are you aware that TriCare and your various entities and subsidiaries of the company are ultimately controlled by a parent company, TriCare Group Pty Ltd, which is registered on Norfolk Island? Could you explain why a company receiving over \$100 million from the federal government to provide aged-care services is domiciled in a tax haven?

Yes, I am aware of the registration status of the TriCare group of companies.

The profit from TriCare's businesses, including residential aged care, are fully taxed in Australia. All companies within the TriCare group are treated as Australian residents for taxation purposes. No royalty payments, management fees or similar charges flow to any jurisdiction outside Australia. TriCare nor its shareholders have received any tax benefit in relation to Norfolk Island.

4. What proportion of your employees are vaccinated?

39% of TriCare’s aged care employees have received at least 1 dose and 25% of staff have received 2 doses.

What are the main issues that you’ve been confronted with around staff getting vaccinated?

- Access to the vaccine through appointments via the Public Health Networks (PHN’s)
- Preference to be vaccinated within work time at their place of work

5. Are all your unvaccinated workers working at only one facility, or are there unvaccinated workers across multiple facilities, not your own but other facilities within the industry?

During any one fortnight, TriCare has approximately an average of 19 employees who work across multiple residences. Due to the current level of vaccination across the sector we are not operationally able to separate vaccinated and non-vaccinated employees at this stage.

TriCare collects information on secondary employment at a site level, we are in the process of centralising and systemising this information therefore accurate information is not available at this time.

Additional Questions from Senator Jess Walsh

1. As at 30th July 2021, how many of your non-managerial staff are full-time, part time, casual and agency workers?

Cohort	Number of Workers
Full Time Workers	32
Part Time Workers	1001
Casual Workers	492
Agency Workers	Generally, equates to less than 2% of all worked hours in any fortnight period.

2. As at 30th July 2021, what is the average length of service for non-managerial staff? (separate figures for full time, part time and casual)

The average length of service for non-managerial staff is 4.3 years overall.

Cohort	Average Length of Service
Full Time Workers	5 years
Part Time Workers	5.2 years
Casual Workers	1.6 years

- 3. As at 30th July 2021, how many of your directly employed workers are you aware have a second job? (separate figures for full time, part time and casual)**

TriCare collects information on secondary employment at a site level, we are in the process of centralising and systemising this information therefore accurate information is not available at this time.

- 4. Of your part time workers, what was the standard number of minimum contract hours per week?**

Please refer to Question 1 of Section 1 above.

- 5. What are the minimum contracted hours per week for your largest cohort of part-time workers?**

The largest cohort of part-time workers are Personal Carer Workers who make up 56% of the total of all part time workers. The average contracted hours for Personal Care Workers across the group is 27 hours per week.

- 6. What was the average number of hours worked per week by workers on part-time contracts that specify minimum hours?**

The average number of hours worked per week (excluding managerial staff) is 26.5 hours per week.

- 7. What percentage of non-managerial staff worked in excess of their contracted hours?**

Due to the current rostering practices and payroll system configuration, we do not routinely track, or report hours worked above contracted hours therefore this data is not available.

- 8. Of those who work in excess of their contracted hours, what were the average number of 'above contract' hours worked per fortnight?**

Due to the current rostering practices and payroll system configuration, we do not routinely track, or report hours worked above contracted hours therefore this data is not available.

- 9. What was the average number of hours worked per week for casual employees?**

The average number of hours worker per week is 19.58 hours.

- 10. What was your retention rate for non-managerial staff? Please provide separate figures for full-time, part-time, and casual workers**

Cohort	Turnover Rate
Full Time Workers	18%
Part Time Workers	30%
Casual Workers	37%