

# Senate Standing Committee on Community Affairs

## BUDGET ESTIMATES - 2 JUNE 2011 ANSWER TO QUESTION ON NOTICE

### Human Services Portfolio

**Topic:** Medicare Australia Access Points

**Question reference number:** HS 3

**Senator:** Fierravanti-Wells

**Type of question:** Hansard page 66

**Date set by the committee for the return of answer:** 22 July 2011

**Number of pages:** 14

#### Question:

**Senator FIERRAVANTI-WELLS:** Clearly, there is an issue. I would appreciate it if you could give us the list of all 840 sites, including the time line and what you propose to do. Can you tell me the consultation process that you have undertaken?

**Mr Bridge:** We will take the list on notice.

#### Answer:

The portfolio plans to decommission 840 Medicare Australia Access Points (MAAPs) in total, by the end of 2013. **Attachment A** lists 617 MAAPs that have been decommissioned and a further 49 that are yet to be decommissioned as part of the first project phase.

There are 174 MAAPs sites yet to be scheduled for decommissioning in the second project phase. Hosts in these locations have not yet been contacted and the sites will be announced after consultation activity has commenced.

A variety of activities have been undertaken throughout the decommissioning process to inform hosts and customers of the removal of the MAAPs, as well as alternative claiming methods available.

Date	Activity
Week commencing 28 March 2011	Letter sent to Pharmacy Guild Australia (many MAAPs hosts are pharmacies) to inform them of Medicare Australia's review of MAAPs and the decision to decommission them over three years.
Week commencing 4 April 2011	Letter sent to Department of Regional Development and Land in Western Australia (which oversees the 49 Community Resource Centres to have MAAPs removed) and to Service Tasmania (some of their sites host MAAPs).
4-15 April 2011	Each host site contacted individually by phone, to discuss the decommissioning, alternative claiming options, final payment of contract and that a confirmation letter would be sent. A telephone and email contact was provided for further questions.

19 April 2011	Follow-up letter sent to host, providing formal notification of the decommissioning. A poster was enclosed for hosts to display, allowing them to notify customers that the MAAP would be removed.
Week commencing 25 April 2011	Removalist company contacted each host by phone to arrange a convenient date to collect MAAP items (booth, phone, signage).
Week commencing 22 May 2011	Press advertising undertaken in 150 locations to inform customers of convenient, alternative Medicare claiming options available.
Ongoing	Responding to enquiries from members of the public and Members of Parliament through letters, phone calls and personal meetings.

Further notification has taken place with Community Resource Centres in Western Australia, in response to concerns raised. This has occurred both through direct email contact with the centres themselves, as well as through their representatives, the Department of Regional Development and Land in Western Australia and Western Australian Members of Parliament, the Hon Tony Crook MP, Mr Brendon Grylls MP and Ms Mia Davies MP.

The removal of MAAPs at Community Resource Centres has been deferred, while concerns are reviewed.

**MEDICARE AUSTRALIA ACCESS POINTS THAT HAVE BEEN  
DECOMMISSIONED OR ARE SCHEDULED TO BE DECOMMISSIONED**

**Sites decommissioned as at 30 June 2011**

State	Town	Date decommissioned
NSW	STOCKINBINGAL	1/12/2010
NSW	COOLABAH	
NSW	CASSILIS	
NSW	SPRING HILL	
NSW	GILGANDRA	
QLD	YARWUN	
QLD	INGLEWOOD	
QLD	ASPLEY	
QLD	ORMEAU	
SA	LAURA	
VIC	NEWBOROUGH	
VIC	BRIAGOLONG	
VIC	RAYWOOD	
VIC	SKIPTON	
VIC	NATHALIA	
VIC	CHARLTON	
WA	SOUTH HEDLAND	
WA	LEONORA	
WA	EXMOUTH	
SA	KIMBA	2/05/2011
NSW	BLAYNEY	3/05/2011
NSW	MARRICKVILLE	5/05/2011
NT	MATARANKA	
NT	KATHERINE	
SA	CEDUNA	
TAS	SNUG	
TAS	ALONNAH	
TAS	DOVER	
TAS	HUONVILLE	
TAS	GEEVESTON	
WA	WUNDOWIE	
WA	YORK	
WA	NORTHAM	
NSW	BALRANALD	6/05/2011
SA	STREAKY BAY	
SA	ELLISTON	
TAS	PRIMROSE SANDS	
TAS	SORELL (two sites)	
TAS	CAMPANIA	
TAS	KEMPTON	
TAS	NEW NORFOLK (two sites)	
TAS	NUBEENA	
WA	WICKHAM	
WA	KALBARRI	7/05/2011
NSW	CURRARONG	9/05/2011
NSW	TYALGUM	
NSW	SHOALHAVEN HEADS	
NSW	ST GEORGES BASIN	

State	Town	Date decommissioned	
NSW	CALLALA BAY		
NSW	SUSSEX INLET		
NSW	BASIN VIEW		
NSW	BERRY		
NSW	MURWILLUMBAH (three sites)		
NSW	VINCENTIA		
NSW	SANCTUARY POINT		
NT	TENNANT CREEK		
QLD	OXENFORD		
QLD	WORONGARY		
QLD	STUDIO VILLAGE		
QLD	NERANG		
TAS	STRAHAN		
TAS	ROSEBERY		
VIC	ROBINVALE		
NSW	TIBOOBURRA		10/05/2011
NSW	DUNOON		
NSW	BURRINGBAR		
NSW	TINTENBAR		
NSW	WOLLONGBAR		
NSW	ALSTONVILLE (two sites)		
NSW	KYOGLE		
QLD	BLACKALL		
SA	SEDAN		
SA	BLANCHETOWN		
SA	SALISBURY		
SA	WOODSIDE		
SA	MOUNT PLEASANT		
SA	BLACKWOOD		
SA	NORTHGATE		
TAS	WARATAH		
TAS	REDPA		
TAS	FOREST		
TAS	BOAT HARBOUR		
TAS	YOLLA		
TAS	STANLEY		
TAS	LATROBE		
TAS	WYNYARD		
TAS	PENGUIN		
TAS	WESTBURY		
TAS	SMITHTON		
VIC	RED CLIFFS		
NSW	ULONG	11/05/2011	
NSW	WOOLI		
NSW	TUCABIA		
NSW	GLENREAGH		
NSW	NAMBUCCA HEADS (three sites)		
NSW	URUNGA		
NSW	WENTWORTH		
NSW	SAWTELL		
NSW	DORRIGO		
NSW	BRAIDWOOD		
QLD	COOKTOWN		
SA	TUMBY BAY		

State	Town	Date decommissioned
SA	CUMMINS	
TAS	DERBY	
TAS	CRESSY	
TAS	LILYDALE	
TAS	RINGAROOMA	
TAS	FINGAL	
TAS	BRACKNELL	
TAS	GEORGE TOWN (two sites)	
TAS	LONGFORD	
TAS	SCAMANDER	
TAS	ZEEHAN	
WA	JARRAHDAL	
WA	PINJARRA	
WA	SUCCESS	
NSW	BELLBROOK	
NSW	BOWRAVILLE	
NSW	HAT HEAD	
NSW	STUARTS POINT	
NSW	BEECHWOOD	
NSW	CRESCENT HEAD	
NSW	SOUTH WEST ROCKS	
QLD	CUNNAMULLA	
TAS	ORFORD	
TAS	ST MARYS	
TAS	TRIABUNNA	
TAS	BICHENO	
WA	BRIDGETOWN	13/05/2011
NSW	YERRINBOOL	
NSW	MARULAN	
NSW	ROBERTSON	
NSW	BUNDANOON	
NSW	MOSS VALE (two sites)	
NSW	BARGO	
NSW	HAY	
NSW	LIGHTNING RIDGE	
QLD	ST GEORGE	
SA	PENNESHAW	14/05/2011
VIC	SWANPOOL	
WA	YANCHEP	15/05/2011
QLD	BARCALDINE	
NSW	NABIAC	
NSW	COMBOYNE	
NSW	KENDALL	
NSW	BONNY HILLS	
NSW	HARRINGTON	
NSW	WALCHA	
NSW	GLOUCESTER	16/05/2011
NSW	HALLIDAYS POINT	
NSW	GLENORIE	
NSW	TANILBA BAY	
NSW	KARUAH	
NSW	WARRAWONG	
NSW	BEROWRA HEIGHTS (two sites)	
NSW	AVOCA BEACH	

State	Town	Date decommissioned	
NSW	KINCUMBER		
NSW	TEA GARDENS		
NSW	BULAHDELAH		
NSW	SYDNEY		
NSW	MULWALA		
NSW	HAWKS NEST		
QLD	JULIA CREEK		
SA	COWELL		
SA	COOBER PEDY		
VIC	GOORNONG		
VIC	MURTOA		
VIC	ELMORE		
VIC	TONGALA		
VIC	ROCHESTER		
WA	BOYUP BROOK		
ACT	GREENWAY		17/05/2011
NSW	MENDOORAN		
NSW	EMMAVILLE		
NSW	WANGANELLA		
NSW	DRAKE		
NSW	EAST GRESFORD		
NSW	DUNEDOO		
NSW	CLARENCE TOWN		
NSW	KURRI KURRI (two sites)		
NSW	MATHOURA		
NSW	COOLAH		
NSW	BERESFIELD		
NSW	STROUD		
NSW	BONALBO		
NSW	DUNGOG		
NSW	COBAR		
NSW	BUNGENDORE		
NSW	COONAMBLE		
NSW	MERRIWA		
QLD	HARRISVILLE		
QLD	BALLANDEAN		
QLD	KALBAR		
QLD	RATHDOWNEY		
QLD	BOONAH		
SA	WILLUNGA		
SA	NILDOTTIE		
SA	NORMANVILLE		
SA	MILANG		
SA	STRATHALBYN		
SA	VICTOR HARBOR		
VIC	MERBEIN		
VIC	WEDDERBURN		
WA	WESTONIA		
WA	SALMON GUMS		
NSW	GOOLOOGONG	18/05/2011	
NSW	BUNDARRA		
NSW	WILLOW TREE		
NSW	GOOLGOWI		
NSW	WEETHALLE		

State	Town	Date decommissioned
NSW	BOWNING	
NSW	ARDLETHAN	
NSW	GUNDY	
NSW	YEOVAL	
NSW	BARELLAN	
NSW	DURI	
NSW	WHITTON	
NSW	NARROMINE	
NSW	GUNNING	
NSW	MOLONG	
NSW	BINNAWAY	
NSW	COLEAMBALLY	
NSW	UNGARIE	
NSW	EUGOWRA	
NSW	BOOROWA	
NSW	HILLSTON	
NSW	GULARGAMBONE	
NSW	ARIAH PARK	
NSW	DENMAN	
NSW	CORRIMAL	
NSW	DELEGATE	
NSW	GUYRA	
NSW	WERRIS CREEK	
NSW	GULGONG	
NSW	THIRROUL (two sites)	
NSW	WOONONA	
NSW	JERILDERIE	
NSW	WARREN	
NSW	FINLEY	
NSW	HELENSBURGH	
NSW	FORBES	
NSW	NYNGAN	
NSW	SCONE	
QLD	WINTON	
QLD	WEIPA	
VIC	GUNBOWER	
VIC	GIRGARRE	
VIC	MURCHISON	
VIC	MOOROOPNA	
VIC	BOORT	
VIC	PYRAMID HILL	
VIC	MERRIGUM	
VIC	LEITCHVILLE	
VIC	STANHOPE	
VIC	COHUNA	
VIC	RUSHWORTH	
VIC	TATURA	
VIC	NAGAMBIE	
WA	THREE SPRINGS	
WA	CARNAMAH	
WA	KELLERBERRIN	
WA	CUNDERDIN	
WA	QUAIRADING	
WA	MUNDARING	

State	Town	Date decommissioned
NSW	BURRAGA	19/05/2011
NSW	BLACKHEATH	
NSW	TOUKLEY (two sites)	
NSW	WEE WAA	
NSW	TARALGA	
NSW	BLACKSMITHS	
NSW	TOUKLEY	
NSW	BOMBALA	
NSW	GWANDALAN	
NSW	MURRURUNDI	
NSW	QUIRINDI	
NSW	EDEN	
NSW	MANILLA	
NSW	CROOKWELL	
QLD	DIRRANBANDI	20/05/2011
NSW	CROPPA CREEK	
NSW	WISEMANS FERRY	
NSW	APPIN	
NSW	ASHFORD	
NSW	CORRIMAL	
NSW	WARRAGAMBA	
NSW	MOUNT DRUITT	
QLD	KILLARNEY	
QLD	INJUNE	
QLD	TEXAS	
QLD	CHARLEVILLE	
VIC	YARRAWONGA (two sites)	
VIC	MARLO	
VIC	FALLS CREEK	
VIC	STRATHMERTON	
VIC	AVENEL	
VIC	INGLEWOOD	
VIC	NUMURKAH	
WA	SOUTHERN CROSS	21/05/2011
WA	WONGAN HILLS	
NSW	WARIALDA	
WA	GINGIN	22/05/2011
WA	MOUNT BARKER	
NSW	JUNEE	23/05/2011
VIC	HARRIETVILLE	
NSW	COBARGO	
NSW	BEMBOKA	
NSW	BERMAGUI	
NSW	TUROSS HEAD	
QLD	WYNNUM	
QLD	RICHMOND	
QLD	LOGANHOLME	
QLD	CANNON HILL	
QLD	VICTORIA POINT	
VIC	MANANGATANG	
VIC	RAWSON	
VIC	ULTIMA	
VIC	SEA LAKE	
VIC	CROYDON (two sites)	



State	Town	Date decommissioned
VIC	WANDIN NORTH	
VIC	NEWSTEAD	
VIC	UPPER FERNTREE GULLY	
VIC	LOCKINGTON	
VIC	WARBURTON	
VIC	BEACONSFIELD UPPER	
VIC	WOORI YALLOCK	
VIC	BORONIA (three sites)	
VIC	BERWICK	
WA	NORTHCLIFFE	
WA	ESPERANCE	
QLD	KILCOY	
QLD	COOMINYA	
QLD	BLACKBUTT	
QLD	LOWOOD	
QLD	ARAMAC	
QLD	TOOGOOLAWAH	
QLD	SPRINGFIELD	
QLD	ESK	
QLD	FOREST LAKE	
VIC	HOPETOUN	
VIC	WOOMELANG	
VIC	ROSEDALE	
VIC	BEULAH	
VIC	BACCHUS MARSH (three sites)	
VIC	STRATFORD	
VIC	RAINBOW	
VIC	HEALESVILLE (two sites)	
VIC	WYCHEPROOF	
VIC	HEYFIELD	
VIC	KINGLAKE	
VIC	ST ALBANS	
VIC	LOCH	
VIC	CORONET BAY	
VIC	HEIDELBERG (two sites)	
VIC	MALDON	
VIC	GRANTVILLE	
VIC	LANG LANG	
VIC	PEARCEDALE	
VIC	SOMERVILLE	
VIC	HURSTBRIDGE	
VIC	BIRCHIP	
WA	KAMBALDA	25/05/2011
NSW	KHANCOBAN	
NSW	OAKLANDS	
QLD	CLIFTON	
QLD	GEORGETOWN	
QLD	LEYBURN	
QLD	SURAT	
QLD	WALLUMBILLA	
QLD	MEANDARRA	
QLD	JANDOWAE	
QLD	CHINCHILLA	
QLD	ALLORA	

State	Town	Date decommissioned
QLD	PITTSWORTH	
QLD	TARA	
QLD	MILLMERRAN	
QLD	LONGREACH	
VIC	MOE (two sites)	
VIC	PAYNESVILLE	
VIC	BOOLARRA	
VIC	BEEAC	
VIC	OMEQ	
VIC	BIRREGURRA	
VIC	CORRYONG	
VIC	NEWBOROUGH	
VIC	WINCHELSEA	
VIC	FISH CREEK	
VIC	WELSHPOOL	
VIC	TALLANGATTA	
VIC	WARRACKNABEAL	
VIC	LAKES ENTRANCE	
VIC	MIRBOO NORTH	
VIC	TERANG	
VIC	DRYSDALE	
VIC	ANGLESEA	
VIC	LORNE	
VIC	OCEAN GROVE	
VIC	YARRAM (two sites)	
VIC	APOLLO BAY	
VIC	MEENIYAN	
VIC	PORTARLINGTON	
VIC	BUNYIP	
WA	MIRRABOOKA (two sites)	
WA	BELMONT	
WA	VICTORIA PARK	
WA	BALLAJURA	
WA	EAST VICTORIA PARK (two sites)	
NSW	NANGUS	26/05/2011
NSW	COOLAMON	
NSW	GANMAIN	
NSW	COOTAMUNDRA (two sites)	
NSW	LORD HOWE ISLAND	
QLD	GULUGUBA	
QLD	KEPPEL SANDS	
QLD	DRILLHAM	
QLD	MOUNT LARCOM	
QLD	MORVEN	
QLD	MIRIAM VALE	
QLD	THEODORE	
QLD	MITCHELL	
QLD	AUGATHELLA	
QLD	MILES	
QLD	TAROOM	
QLD	WANDOAN	
QLD	MOUNT MORGAN	
QLD	BOYNE ISLAND	
SA	AUBURN	

State	Town	Date decommissioned
SA	PORT CLINTON	
SA	BUTE	
SA	BALAKLAVA	
SA	OWEN	
SA	WATERVALE	
SA	RIVERTON	
SA	PORT WAKEFIELD	
SA	MOONTA	
SA	KADINA	
VIC	AVOCA	
VIC	SIMPSON	
VIC	GLENTHOMPSON	
VIC	LINTON	
VIC	SNAKE VALLEY	
VIC	LEXTON	
VIC	MORTLAKE	
VIC	LISMORE	
VIC	TIMBOON	
VIC	CRESWICK	
VIC	BEAUFORT	
VIC	ST ARNAUD	
VIC	DUNOLLY	
VIC	COBDEN	
WA	PARABURDOO	
WA	TOM PRICE	
NSW	URANA	
NSW	BUNDEENA	
VIC	LANCEFIELD	
VIC	TRENTHAM	
VIC	POOWONG	
VIC	FLINDERS	
VIC	RYE	
VIC	EILDON	
VIC	RED HILL	
VIC	PORT FAIRY	
VIC	SORRENTO	
NSW	WALLENDREEN	28/05/2011
NSW	TALBINGO	
SA	LEIGH CREEK	
WA	BODDINGTON	
WA	WAGIN	
WA	NARROGIN	
NSW	CANOWINDRA	30/05/2011
NSW	GRENFELL	
QLD	WOWAN	
QLD	ROLLESTON	
QLD	BANANA	
QLD	BARALABA	
QLD	SPRINGSURE	
QLD	MOURA	
QLD	BLACKWATER	
QLD	JERICHO	
TAS	BEACONSFIELD	
TAS	SHEFFIELD	

State	Town	Date decommissioned
TAS	WHITEMARK	
WA	KUKERIN	
WA	DUMBLEYUNG	
WA	KATANNING	
NSW	JINDERA	31/05/2011
NSW	COROWA	
QLD	DINGO	
QLD	CAPELLA	
QLD	TIERI	
QLD	DYSART	
QLD	MIDDLEMOUNT	
QLD	CLERMONT	
SA	PETERBOROUGH	
SA	GLADSTONE	
SA	WIRRABARA	
SA	ORROROO	
SA	SPALDING	
SA	MORGAN	
SA	JAMESTOWN	
TAS	OATLANDS	
TAS	CAMPBELL TOWN	
TAS	CURRIE	
VIC	SPRINGHURST	
VIC	CHILTERN	
VIC	YACKANDANDAH	
VIC	RUTHERGLEN	
QLD	COORAN	1/06/2011
QLD	MIRANI	
QLD	DONNYBROOK	
QLD	ASPLEY	
QLD	COLLINSVILLE	
QLD	WOODFORD	
QLD	NOOSAVILLE	
QLD	WALKERSTON	
QLD	AIRLIE BEACH	
QLD	DAYBORO	
QLD	BUDERIM	
QLD	LANDSBOROUGH	
QLD	GLENDEN	
QLD	EUMUNDI	
QLD	MOUNT PERRY	2/06/2011
QLD	AMAMOR	
QLD	PROSTON	
QLD	GOOMERI	
QLD	WONDAI	
QLD	BUCASIA	
QLD	GIN GIN	
QLD	MUNDUBBERA	
QLD	MURGON	3/06/2011
QLD	SARINA	
QLD	BURNETT HEADS	
QLD	IMBIL	
QLD	RAINBOW BEACH	
QLD	BIGGENDEN	

State	Town	Date decommissioned
QLD	HOWARD	
QLD	GIRU	6-24/06/2011
QLD	HERBERTON	
QLD	MOUNT GARNET	
QLD	MALANDA	
QLD	SILKWOOD	
QLD	YUNGABURRA	
QLD	HOME HILL	
QLD	DIMBULAH	
QLD	ROLLINGSTONE	
QLD	KURANDA	
QLD	MOSSMAN	
QLD	PORT DOUGLAS	
QLD	RAVENSHOE	
QLD	KIRWAN (two sites)	
QLD	MAREEBA	
QLD	RASMUSSEN	
QLD	YABULU	
QLD	MACLEAY ISLAND	
WA	CAPEL	
NSW	ROSEWOOD	
NSW	THE ROCK	
NSW	LOCKHART	
NSW	WALLA WALLA	
NSW	ADELONG	
NSW	HENTY	
NSW	CULCAIRN	
NSW	BATLOW	
NSW	HOLBROOK	
NSW	TUMBARUMBA	
SA	TARPEENA	
SA	FRANCES	
SA	COONALPYN	
SA	PADTHAWAY	
SA	PINNAROO	
SA	KONGORONG	
SA	PORT MACDONNELL	
SA	LUCINDALE	
SA	BEACHPORT	
SA	KINGSTON SE	
SA	PENOLA	
SA	BORDERTOWN	
SA	TAILEM BEND	
SA	NARACOORTE (two sites)	
VIC	GOROKE	
VIC	MURRAYVILLE	
VIC	DARTMOOR	
VIC	HEYWOOD	
VIC	COLERAINE	
VIC	KANIVA	
VIC	NHILL	
VIC	CASTERTON	
VIC	EDENHOPE	
NSW	BARHAM	

State	Town	Date decommissioned
NSW	LAKE CARGELLIGO	

**Site yet to be decommissioned from phase one**

State	Town
WA	MULLEWA
WA	PINGRUP
WA	WANDERING
WA	ONGERUP
WA	BENCUBBIN
WA	NUNGARIN
WA	JERRAMUNGUP
WA	RAVENSTHORPE
WA	COOROW
WA	BREMER BAY
WA	KULIN
WA	NORSEMAN
WA	NAREMBEEN
WA	NEWDEGATE
WA	BEACON
WA	BEVERLEY
WA	KALANNIE
WA	LANCELIN
WA	PERENJORI
WA	AUGUSTA
WA	MINGENEW
WA	LEEMAN
WA	KOORDA
WA	COOLGARDIE
WA	WICKEPIN
WA	WYALKATCHEM
WA	LAKE GRACE
WA	BROOKTON
WA	HYDEN
WA	MORAWA
WA	GOOMALLING
WA	BRUCE ROCK
WA	WALPOLE
WA	TAMBELLUP
WA	GNOWANGERUP
WA	KOJONUP
WA	MUNDIJONG
WA	KONDININ
WA	HOPETOUN
WA	DALWALLINU
WA	PINGELLY
WA	MUKINBUDIN
WA	WAROONA
WA	CORRIGIN
WA	WILLIAMS
WA	DOWERIN
WA	LEINSTER
WA	HARVEY
WA	NANNUP