

Senate Standing Committee on Community Affairs

BUDGET ESTIMATES - 2 JUNE 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Co-location of Offices in Western Australia

Question reference number: HS 37

Senator: Adams

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Question:

- a) **Senator ADAMS:** I would like to continue on the co-location. Ms Hogg, last time I was talking about the rent in Western Australia with the co-location of Medicare and Centrelink offices. I asked whether you had a list of offices that were going to be co-located and you were going to ask the minister if it was appropriate to provide the list. I do not have it yet.

Ms Hogg: I will follow that up immediately.

- b) **Senator ADAMS:** Thank you. Secondly, have you co-located any yet and how are they going?

Ms Hogg: In Australia?

Senator ADAMS: I suppose you could do Australia.

Senator BOYCE: Absolutely Australia; it is far more interesting.

Senator ADAMS: I was thinking about regional Western Australia, because I was more interested in those.

Mr Tidswell: Since December 2009, when then Minister Bowen and the Department of Human Services announced service delivery reform we have joined up our services in 42 locations across the country. We have another 12 or so planned before the end of this financial year. Over the next three years or so we are well on target to pretty much expand our service offer and footprint across 500 sites across the country.

In respect of Western Australia, I do not have any figures here for regional Western Australia. We have St Georges Terrace. As you well know, this is a longstanding policy of joining up services of the previous government. I do not have those figures with me of what we have done. We are moving forward into Kalgoorlie, which is one of the sites, but we will come back to you to give you some specific information about our plans for regional Western Australia.

Answer:

- a) This was provided in response to Question on Notice HS 18 from the February 2011 Additional Estimates hearing.
- b) Prior to December 2009, four sites were co-located in Western Australia. Centrelink services were introduced into existing Medicare offices in Hillarys, St Georges Terrace (Perth) and Belmont. Medicare services were introduced into the existing Centrelink Customer Service Centre in Broome.

Since December 2009, two further co-locations have taken place in Western Australia. On 28 March 2011, Child Support Program services were introduced into the St Georges Terrace (Perth) office, already housing co-located Centrelink and Medicare services. On 27 June 2011, Medicare services were extended into the Centrelink Customer Service Centre at Warwick Grove.

By the end of 2014, another 33 co-locations are scheduled to take place in the locations shown in the following table. Note that those locations marked * have both a Centrelink Customer Service Centre and a Medicare Office, and co-located services will be provided from both sites.

Albany	Derby	Karrinyup	Spearwood
Armadale*	Fremantle*	Mandurah*	Subiaco
Booragoon	Geraldton*	Midland*	Victoria Park
Broome	Gosnells	Mirrabooka	
Bunbury*	Innaloo	Morley*	
Cannington*	Joondalup	Perth	
Curtin	Kalgoorlie	Rockingham*	

* Represents two offices that will be maintained delivering co-located services from both sites.

At the end of 2014, co-location will have significantly improved the reach of departmental services for customers in Western Australia, doubling the number of shopfronts where customers can access Medicare services, and increasing Centrelink shopfronts by about a third.