

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Medicare Trained Staff

Question reference number: HS 48 (SQ17-000129)

Senator: Watt

Type of question: Written

Date set by the committee for the return of answer: 21 July 2017

Number of pages: 1

Question:

- a) Could you please provide details on the current numbers of staff in the Department who undertake Medicare work – by calendar year 2011, 2012, 2013, 2014, 2015 and 2016?
- b) Could you please provide details on the availability for Medicare trained staff available to the community from 10:00 to 14:00 at all customer service centres?
- c) Could you please provide details on current Medicare staff in the Department how many are non-ongoing and what functions do they undertake?

Answer:

- a) Disaggregated data for staff who undertake Medicare work is not available as many staff work across Centrelink, child support and health and aged care programmes including Medicare, and the departmental reporting system does not segregate by programme.
- b) The Department has a total of 349 Service Centres, 222 of which are one-stop shops that provide a Medicare Service offer plus a further 15 that are Medicare standalone service centres. All sites are operational between 8:30–16:30 Monday to Friday. There are Medicare trained staff in each of these locations available to provide assistance to claimants. The number of Medicare trained staff available in a site at any given time will fluctuate based on operational factors such as staff training, leave and variations in customer demand.
- c) The proportion of non-ongoing staff in the Medicare programme is not available as many staff work across Centrelink, child support and health and aged care programmes, including Medicare and the departmental reporting system does not segregate by programme. Delivery staff who perform functions for the Medicare programme perform one or more of telephony, processing and face to face services.