

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Supplementary Budget Estimates 2014 - 2015, 22 October 2014

Ref No: SQ14-001304

OUTCOME: 2 – Access to Pharmaceutical Services

Topic: Outsourcing of Payment Systems

Type of Question: Written Question on Notice

Senator: McLucas, Jan

Question:

"The 8 August 2014 advertisement for this process stated that "likely respondents will have considerable commercial experience in calculating entitlements, processing payments, reporting on activities and disbursements and delivery of client services focused on meeting customer expectations.""

- a) Does the inclusion 'client services' imply a much wider scope than just the provision of transaction services?
- b) When did the department start the process to market test this work?
- c) When was the decision made to broaden the scope to include the delivery of client services?"

Answer:

- a) No.
- b) June 2014.
- c) There has been no change in scope.