

Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Finance and Administration Portfolio

Medibank Private

Additional Budget Estimates Hearing – February 2007

Question: F86

Topic: Medibank Private

Written Question on Notice

Senator Wong/Senator Moore asked:

1. How many, and at what classification levels, AWAs have been entered into, sorted by state, at Medibank Private for the years 2004, 2005 and 2006?
2. How many of these have removed conditions otherwise available under the collective agreement?
3. What is the percentage staff turnover in Medibank call centres, by state, for the years 2004, 2005 and 2006? What are the equivalent figures for Medibank Retail Centres?

Answer:

1.

State	FY	New starter AWA	Transfer from CA to AWA	Total
NSW	2004	5	1	6
	2005	6	4	10
	2006	8	5	13
NSW Total		19	10	29
QLD	2004	4	5	9
	2005	6	8	14
	2006	14	10	24
QLD Total		24	23	47
SA	2004	1		1
	2005		1	1
	2006	1	2	3
SA Total		2	3	5
TAS	2005		1	1
TAS Total			1	1
VIC	2004	106	6	112
	2005	123	44	167
	2006	95	31	126
VIC Total		324	81	405
WA	2004	4		4
	2005	4	2	6
	2006	3	4	7
WA Total		11	6	17
Total		380	124	504

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2. In general employees enjoy similar conditions of employment regardless of the industrial instrument they are covered by. The CA and AWAs vary in the treatment and application of the following conditions:

- Flexibility of working hours;
- Salary adjustment;
- Performance pay;
- Bonuses/Incentives; and
- Redundancy/Severance pay.

3.

FY04 Turnover	Total	FY04 Turnover	Total
NSW Contact Centre	58%	NSW Retail Operations	21%
QLD Contact Centre	38%	QLD Retail Operations	25%
VIC Contact Centre	71%	VIC Retail Operations	24%
WA Contact Centre	55%	WA Retail Operations	20%
Total	60%	Total	23%
FY05 Turnover			
FY05 Turnover	Total	FY05 Turnover	Total
NSW Contact Centre	45%	NSW Retail Operations	20%
QLD Contact Centre	21%	QLD Retail Operations	17%
VIC Contact Centre	53%	VIC SA TAS Retail Operations	20%
WA Contact Centre	60%	WA NT Retail Operations	19%
Total	48%	Total	19%
FY06 Turnover			
FY06 Turnover	Total	FY06 Turnover	Total
NSW Contact Centre	100%*	NSW Retail Operations	25%
QLD Contact Centre	50%	QLD Retail Operations	32%
VIC Contact Centre	38%	VIC SA TAS Retail Operations	20%
WA Contact Centre	89%	WA NT Retail Operations	26%
Total	62%	Total	25%

*Note: Closure of NSW Contact Centre occurred in this year.

These figures do not include staff who have moved to different positions within the organisation.