

Senate Standing Committee on Finance and Public Administration

ANSWERS TO QUESTIONS ON NOTICE

Human Services Portfolio

Additional Estimates 2006-2007, 13th and 16th February, 2007

Question: HS85

Agency: Medicare Australia

Outcome 1, Output 1.1

Topic: Electronic Medicare Claiming – Budget and Staffing

Hansard Page/Written Question on Notice: Written Question on Notice

SENATOR WONG asked on 16/02/2007:

- (a) What financial provision has been made for possible extension of trading hours in Medicare branch offices in 2007 and 2008, including Sunday Trading?
- (b) What financial provision has been made for possible increased staffing for Medicare branch offices in 2007 and 2008 given the additional workload of Family Payments/Centrelink work and the Access Card?
- (c) Please provide a complete list of government services and programmes which will be administered from Medicare branch offices in 2007 and 2008 (separately please)?
- (d) What additional staffing/opening hours will be provided to Medicare branch offices to deal with the registration and processing of Access Card applications?
- (e) Is it envisaged that Medicare Australia Contact Centres will expand their services to cover Family Payments, other Centrelink administered allowances and pensions, or Access Card enquiries? If so what additional funding, staffing and hours of operation will be involved?
- (f) Please provide a list of funding for each Medicare branch office listed by Federal electorate of operation for the years 2004, 2005, 2006, and projections for 2007 and 2008?
- (g) What is the staffing turnover for Medicare Australia contact centres by state for the years 2004, 2005, 2006?
- (h) How many, and at what classification levels, AWAs have been entered into, sorted by state, at Medicare for the years 2004, 2005 and 2006?
- (i) How many of these have removed conditions otherwise available under the collective agreement?
- (j) 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 Medicare branch offices?

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ANSWER:

- (a) Please refer to response provided to Question 1 – HS82.
- (b) No decision has been made regarding the recruitment of additional staff in Medicare branch offices for 2007 or 2008.
- (c) Please refer to response provided to Question 4 – HS82.
- (d) No decision has be made in regard to additional staff or extended hours for Access Card registration or processing.
- (e) Please refer to response provided to Question 3 – HS82.
- (f) Please refer to response provided to Question 5 – HS82.
- (g) Please refer to response provided to Question 6 – HS82.
- (h) Please refer to response provided to Question 7 – HS82.
- (i) Please refer to response provided to Question 8 – HS82.
- (j) Please refer to response provided to Question 9 – HS82.

To prepare this answer it has taken approximately 2 hours at an estimated cost of \$126.