

**Senate Standing Committee on Finance and Public Administration**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

Additional Estimates 2006-2007, 13<sup>th</sup> and 16<sup>th</sup> February, 2007

**Question: HS86**

**Agency: Medicare Australia**

**Outcome 1, Output 1.1**

**Topic: Medicare Branches**

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

**SENATOR WONG** asked on 16/02/2007:

1. What financial provision has been made for possible extension of trading hours in Medicare branch offices in 2007 and 2008, including Sunday Trading?
2. 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?
3. Please provide a complete list of government services and programmes which will be administered from Medicare branch offices in 2007 and 2008 (separately please)?
4. What additional staffing/opening hours will be provided to Medicare branch offices to deal with the registration and processing of Access Card applications?
5. 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?
6. 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?
7. What is the staffing turnover for Medicare Australia contact centres by state for the years 2004, 2005, 2006?

**ANSWER:**

1. Please refer to response provided to Question 1 – HS82.
2. Please refer to response provided to Question B – HS85.
3. Please refer to response provided to Question 4 – HS82.
4. Please refer to response provided to Question D – HS85.
5. Please refer to response provided to Question 3 – HS82.
6. Please refer to response provided to Question 5 – HS82.
7. Please refer to response provided to Question 6 – HS82.

To prepare this answer it has taken approximately 1 hour at an estimated cost of \$63.