

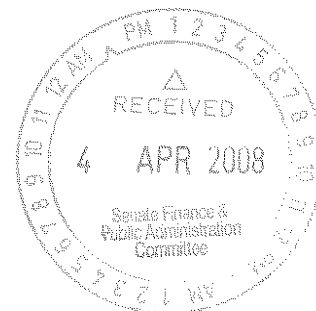
Senate Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Department of Human Services

Additional Estimates 2007-08 – February 2008



**Question:** HS83

**Outcome 1, Output 1**

**Topic:** Department of Human Services – Access Card

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

**SENATOR COONAN** asked on 22/02/2008:

With the abolition of the Access Card measure, what mechanisms are in place to address systemic risks arising to the Commonwealth from:

- (a) each of the different service standards, different access points and different standards of proof of identity in each DHS agency?
- (b) inefficiencies arising from multiple registration powers with some consumers having to repeat the same information to different agencies and often to produce the same proof of identity information to the same agency if they want a different service?
- (c) multiple cards for different concessions and entitlements – some of which are paper based?
- (d) Cards that perform or repeat the same functions, eg concessions cards to obtain abovementioned services under Medicare?
- (e) the requirement for a new card to issue every time personal details change?
- (f) time required for face to face interviews for authentication functions?
- (g) inconsistent central access arrangements across DHS agencies?

**Answer:**

Given the Access Card was not yet implemented, none of these risks had actually been systematically addressed. The Department is providing advice to the Government on the issues outlined and the Government is giving active consideration to these issues.