

**Senate Finance and Public Administration Legislation Committee**

**ADDITIONAL ESTIMATES – 9 FEBRUARY 2010  
ANSWER TO QUESTION ON NOTICE**

**Human Services Portfolio**

**Topic:** Annual satisfaction research

**Question reference number:** HS32b

**Senator:** RYAN

**Type of question:** Hansard F&PA page 114, 9 February 2010

**Date set by the committee for the return of answer:** 26 March 2010

**Number of pages:** 2

**Question:**

**Senator RYAN** – Just going to the research you undertook on satisfaction, dealing with your clients—as I assume you call them—in this case, page 79 of your annual report records a quite dramatic decrease in the level of satisfaction from practitioners, who I assume are medical practitioners of various varieties who are eligible to access the Medicare schedule. In the last year of the Howard government it was just under 90 per cent—it was 89 per cent. It stayed at 86 per cent in 2007–08 and it has dropped quite dramatically to 74 per cent in 2008–09. Is there any explanation for what I would imagine would be quite a worrying trend downwards?

**Mr Bridge** – Those numbers have been generally pretty high and we have got the results of the most recent survey. I have not been able to go through that in much detail—within only a week or so—and the data does look like some of that has recovered, but I cannot be precise on the particular measures in that.

**Senator RYAN** – Can you take on notice, then, what the results of the most recent survey would be?

**Mr Bridge** – Most definitely.

**Senator RYAN** – I understand if that does not come back before the notice period.

**Mr Bridge** – It has literally just come in.

**Answer:**

As the following table indicates, the practitioner satisfaction rate for 2009-10 increased to 78 per cent.

	<b>2004-05</b> %	<b>2005-06</b> %	<b>2006-07</b> %	<b>2007-08</b> %	<b>2008-09</b> %	<b>2009-10</b> %
<b>Neutral or nil response</b>	2	15	4	6	12	18
<b>Dissatisfied</b>	13	14	7	8	14	4
<b>Satisfied</b>	85	71	89	86	74	78