

Senate Finance and Public Administration Legislation Committee

ADDITIONAL ESTIMATES – 9 FEBRUARY 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Satisfaction research data

Question reference number: HS33

Senator: RYAN

Type of question: Hansard F&PA page 115 9 February 2010

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

Number of pages:

Question:

Senator RYAN – As part of your survey, do you collect any data about what drives that dissatisfaction?

Ms Briggs – The survey we collect has some information in that regard, yes.

Senator RYAN – Do you have a summary or a table or any form of tabulation of what may have driven that decline in the satisfaction rate with Medicare Australia.

Mr Bridge – Not here with us but we certainly can provide some of that on notice.

Answer:

As part of the Customer Satisfaction Survey, Medicare Australia seeks feedback from practitioners on their reasons for any dissatisfaction. In 2008-09 the types of reasons indicated included: inconsistent or confusing advice; the length of time to receive payments; and the complexity of Medicare item number definitions.