

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
ADDITIONAL BUDGET ESTIMATES 2011-2012

Finance and Deregulation Portfolio

Department/Agency: Medibank
Outcome/Program: General
Topic: Staff identification

Senator: Moore

Question reference number: F39

Type of question: Hansard F&PA Committee, Page 18, 14 February 2012

Date set by the committee for the return of answer: Friday, 30 March 2012

Number of pages: 1

Question:

Senator MOORE: In relation to the special staffing arrangements you make in terms of Aboriginal and Islander clients, multicultural clients, you have maintained your programs to look at improvement processes?

Mr Savvides: We need to invest further in those, but we have.

Senator MOORE: Can we get some data on notice about that break up in the standard staffing identifications that we talk about?

Mr Savvides: I am happy to do that.

Answer:

For non-English speaking customers who call our private health insurance call centres, we have a list of staff who can act as interpreters in Croatian, German, Greek, Italian, Korean, Macedonian, Cantonese, Serbian and Vietnamese.

To cater for ethnic Chinese and Vietnamese communities in Sydney, staff at Medibank's Haymarket and Cabramatta Retail Centres are bilingual, speaking Chinese/English and Vietnamese/English respectively. We also translate the merchandising and promotional information used in these Retail Centres.

To cater for the overseas student market we provide simplified product information in Chinese, Thai, Indonesian, Korean, Vietnamese, Arabic and Portuguese.

The Australian Government's Translating and Interpreting Service National service is available for non-English speaking customers who call the telehealth services we provide, such as *healthdirect Australia*, NURSE-ON-CALL and *after hours GP helpline*.

In conjunction with Reconciliation Australia we are presently developing a Reconciliation Action Plan setting out Medibank vision and actions to address disadvantage faced by Indigenous Australians. This will include actions to improve access to private health insurance for Aboriginal and Torres Strait Islander and support for improved Indigenous employment.