

**Standing Committee on Finance and Public Administration**

**ANSWER TO QUESTION ON NOTICE**

**Budget Estimates Hearing – May 2009**

**Department of Finance and Deregulation**

**Finance and Deregulation Portfolio**

**Outcome: 2, Program: 2.1**

**Topic: Medibank**

**Question reference number: F25**

**Type of Question: Hansard F&PA 77, 27 May 2009**

**Date set by the committee for the return of answer: 10 July 2009**

**Number of Pages: 1**

**Senator MOORE asked:**

**Senator MOORE** – I have a question on notice because I do not want to hold this up. I am interested in the issues around privacy and the training methodology that you have for your staff members and also in whether there have been any instances—and whether there are records—of any privacy breaches or issues of that nature in your organisation for the last two years.

**Mr Savvides** – I can call that up.

**Answer:**

We have a robust system of controls which identifies and addresses those areas of privacy risks to the organisation and adequately mitigates the likelihood of incidents occurring for that set of obligations. Key controls include all staff members agreeing to a code of conduct, training and an assessment program.

Over the last two years, Medibank has recorded 23 privacy complaints, a small proportion of the millions of transactions Medibank undertakes every month. Two of these complaints were lodged through the Office of the Privacy Commissioner. After investigation, one of the complaints was found to be a privacy breach, due to an error on the part of one of our operators. The complaint was resolved through the Office of the Privacy Commissioner's alternate dispute resolution path.