

Senate Standing Committee on Finance and Public Administration

BUDGET ESTIMATES – 27 MAY 2010 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Medicare Australia – Service Delivery

Question reference number: HS56

Senator: FIFIELD

Type of question: Written

Date set by the committee for the return of answer: 9 July 2010

Number of pages: 1

Question:

- a) How many staff are engaged in front-line service delivery, dealing with clients?
- b) How many staff were engaged in that activity in 2007?
- c) How many complaints has Medicare received since 1 January this year?
- d) How many complaints were received in 2009?
- e) How many complaints were received in 2007?

Answer:

- a) 3,063 full time equivalents.
- b) 3,457 full time equivalents.
- c) There have been 1,488 complaints from 1 January 2010 to 31 May 2010.
- d) 2,811*.
- e) 1,627.

* The increase in complaints in 2009 over 2007 was due to Medicare Australia implementing improved processes for capturing and recording feedback.