

Senate Finance and Public Administration Standing Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 October 2009 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Compliance – eLearning

Question reference number: HS67 (a-b) and HS68 (a-b)

Senator: Bernardi

Type of question: *Written*

Date set by the committee for the return of answer: 4 December 2009

Number of pages: 2

Question:

HS67

- a) According to the Compliance Program paper, eLearning “aims to increase participation in online learning and support services by new providers.” (p.13) It said that a pilot program of ‘teletutorials’ will be trialled with new providers from July 2009. Has this pilot program begun?
- b) How have these teletutorials progressed?

HS68

- a) The Compliance Program paper also states that Medicare is “increasing promotion of introductory eLearning to all new providers from July 2009”. (p.13) What does this ‘increasing promotion’ involve?
- b) Are all new providers being provided with information on eLearning?

Answer:

HS67

- a) The teletutorial pilot commenced on 1 July 2009.
- b) The teletutorials aim to provide support to new health professionals based on their foundation learning and practical experience.

Four teletutorials have been presented in 2009-10.

There is general recognition by regional training providers and health workforce agencies that the concept is valuable and Medicare learning and support is recognised as essential. We are currently reviewing the concept of teletutorials in line with the feedback received and are exploring other opportunities to use a more flexible, convenient education product (eLearning or CD) that can be incorporated within in-practice training for regional training providers and used by overseas trained doctors when convenient.

HS68

- a) Medicare Australia is currently implementing an online education services communication strategy. The strategy includes a range of activities to increase awareness of online education services with health professionals and promotes online education as a resource tool for new information and continual learning. The strategy aims to increase awareness of all education and support tools available online including introductory and advanced eLearning programs, learning guides, quick reference guides, handbooks and other resources.

The strategy includes a range of activities with a primary audience of new health professionals, including:

- distribution of promotional flyers with all new provider/prescriber number letters and through training agencies to GP registrars along with general distribution via medical peak bodies;
 - advertising and promotion through stakeholder publications and websites;
 - advertising and promotion through Medicare Australia publications;
 - industry press media release and banner advertising;
 - google adwords promotions; and
 - promotion at relevant conferences.
- b) Yes, all new providers receive a promotional flyer when they receive their provider and prescriber number.