



**Senator the Hon Marise Payne**  
Minister for Human Services

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B14/1242

Dr Dennis Jensen MP  
Chair  
House of Representatives Standing Committee on Petitions  
PO Box 6021  
Parliament House  
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Dear Dr Jensen

Thank you for your correspondence of 1 December 2014 on behalf of the Standing Committee on Petitions about the one-stop shop implementation of the Ipswich Medicare Service Centre with the Ipswich Centrelink Service Centre on 17 November 2014.

The Ipswich One-stop Shop has joined 170 other locations across Australia that offer the full range of Medicare and Centrelink services in one location. The Department of Human Services (the department) is committed to improving the way people deal with the Australian Government by providing convenient, easy-to-access, coordinated services from a single point of contact. This will enhance access to services and reduce the need for customers to visit two locations.

Currently, over 85 per cent of patient claims for GP services are lodged electronically at the doctor's practice, meaning most people can save a trip to Medicare by having their rebate transferred into their bank account directly while at the doctor's surgery. In fact, over the past two years, the number of people coming into the Ipswich Medicare shopfront has reduced by almost 40 per cent.

The department provides a range of convenient options for people to access Medicare services without visiting a service centre. The range of routine Medicare transactions available online include:

- claiming a Medicare benefit for some items;
- updating personal information including bank account details;
- requesting a replacement or duplicate Medicare card; and
- viewing a range of other information without needing to visit a service centre or telephone the department.

The department's Express Plus Medicare Mobile app can be used by people to access a range of Medicare services at their convenience. This mobile app is available for both Apple and Android devices and can be downloaded from the Human Services website.

The department will continue to offer face-to-face services at service centres for customers who require more personalised or intensive support. We are making changes to our service offer because we realise the needs of Australians have changed. People expect government services to be personalised, tailored and targeted to their needs. The department will continue to do that through various channels, including face-to-face.

Parking and accessibility are always taken into consideration prior to the creation of a one-stop shop. The Ipswich One-stop Shop is located within walking distance from the closest bus stop and 750 metres from the railway station which also provides a taxi rank.

Nineteen public parking bays are available for customers on-site including two dedicated disabled car bays. An additional nine metered parking bays are in front of the service centre and there is timed two hour parking in the surrounding streets.

A comprehensive community engagement strategy was launched prior to the one-stop shop implementation on 17 November 2014 including key consultation with customers, community stakeholders and advertisements in the local newspaper on 10, 12, 17 and 18 November 2014.

The main driver for these changes is providing quality service to the community. There will be modest savings achieved through efficiencies resulting from working in a shared environment and a reduction in ongoing property operating expenses. These savings initiatives were committed in response to the efficiency dividend announced in the Economic Statement of August 2013.

Thank you again for writing on behalf of Standing Committee on Petitions.

Yours sincerely

**MARISE PAYNE**

16 March 2015