



Senator the Hon Marise Payne
Minister for Human Services

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B14/1243

Dr Dennis Jensen MP
Chair
House of Representatives Standing Committee on Petitions
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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 then pending one-stop shop implementation of the Morayfield Medicare Service Centre with the Caboolture Centrelink Service Centre scheduled for 15 December 2014.

The Caboolture One-stop Shop has joined 170 other locations around 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. Over the past two years, the number of people coming into the Morayfield Medicare shopfront has reduced by almost one third.

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 Caboolture One-stop Shop is located across the road from the closest bus stop and 600 metres from the railway station which also provides a taxi rank.

Thirty five public parking bays are available for customers on-site including one dedicated disabled car bay. There are an additional 12 unmetered parking bays on both sides of the road in front of the service centre and timed two hour parking in the surrounding streets.

A comprehensive community engagement strategy was initiated prior to the one-stop shop implementation on 15 December 2014. This included discussions with the Member for Longman, Mr Wyatt Roy MP, pre-move posters in the service centres providing Medicare and Centrelink services, presentations to the Moreton Bay Community Services group and advertisements in the local newspaper on 5 and 12 December 2014. Mr Wyatt also had an article in the Caboolture newspaper on the co-location.

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

12 March 2015