

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2015 - 2016, 1 – 2 June 2015

Ref No: SQ15-000634

OUTCOME: 5 - Primary Health Care

Topic: Primary Health Networks

Type of Question: Hansard Page 59, 1 June 2015

Senator: Xenophon, Nick

Question:

Finally, if issues had been raised, or complaints made, in relation to these issues in terms of complaints made about how potential directors had previously run things, is that something that you would look into? I am putting this in the broadest possible terms. I just want to distance from my previous line of questioning. I want to be absolutely fair. Before you award a contract or a tender, if you receive credible information from people in the medical sphere and the health sphere that says, 'Look, we have dealt with these people and things were pretty rocky or they did not do very well at all, and we have real concerns about their running something else', do you have a protocol, a process, for investigating those sorts of concerns? Could you just give us details of that process?

Answer:

The Department of Health investigates all complaints lodged in accordance with the Department's Grant and Procurement Complaints Procedures which are available on the department's website at <http://www.health.gov.au/internet/main/publishing.nsf/Content/pfps-complaintsprocedures>.

These Complaints Procedures were referred to in Part B of the *Primary Health Networks Programme Invitation to Apply for Funding*.

The Department also considers all information provided by applicants and seeks out other sources of information (including information not disclosed by the applicant) in making decisions to award contracts or tenders. This approach was outlined on p. 25 of the *Primary Health Networks Programme Invitation to Apply for Funding*.