

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 23-24 OCTOBER 2014 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Co-location

Question reference number: HS 41

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 12 December 2014

Number of pages: 2

Question:

- a) Please describe the decision making process for co-locating services especially Medicare and Centrelink offices.
- b) Is easy accessibility for customers a criterion?
- c) What community consultation takes place before a decision is made?
- d) Are local Members of Parliament consulted early in the process or simply told when a decision is made?

Answer:

- a) As property leases for the Department of Human Services' (the department's) portfolio come up for renewal, the department takes the opportunity to review accommodation arrangements to ensure we meet the needs of the community and get the best value for the taxpayer.

In assessing the need and location for one-stop shops, the department considers the following factors:

- customer experience and amenities – specifically parking access and public transport;
 - availability and flexibility of accommodation;
 - demand for services in the community;
 - proximity of existing portfolio sites;
 - access to services through other service delivery channels;
 - local knowledge; and
 - property commitments – lease end dates.
- b) The department looks at a number of essential criteria before proposing a one-stop shop. Parking and accessibility are one of these essential criteria.

- c) Extensive formal consultation is commenced following the decision to form a one-stop shop with local businesses, medical providers, and community organisations. In addition, the department utilises in-house communication products, distributes a departmental media release and procures advertising in local newspapers to inform the community about the establishment of a one-stop shop.
- d) Yes, local Members of Parliament are always consulted on a one-stop shop proposal before the commencement of formal implementation activities.