

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Medicare – Number of Staff

**Question reference number:** HS 8

**Senator:** Cameron

**Type of question:** Hansard pages 104-105

**Date set by the committee for the return of answer:** 11 December 2015

**Number of pages:** 2

#### **Question:**

- a) Senator CAMERON: ..... How many employees of DHS are involved in the Medicare payment system?

.....

Ms Campbell: ..... We do not have an exact number because we have staff doing many functions as we have integrated the Department of Human Services with Centrelink, Medicare and the Child Support Programme. We think it is in the order of 1,500 to 1,700-ish but we are still continuing this work because we saw this article this morning and we have endeavoured to get that. We can take it on notice and work on that.

Senator CAMERON: I am happy for you to. Thanks for the broad estimate and I am sure you will come back to us. Can you come back to us with the final figure?

Ms Campbell: We will work through that.

- b) Senator Cameron: Where are the bulk of these workers employed?

.....

Ms Campbell: We can give you a list of all the locations where we have customer-facing offices.

Senator CAMERON: That would be handy.

Ms Campbell: We also have small call centres in some other locations.

Senator CAMERON: This is Medicare?

Mr Sandison: Yes.

#### **Answer:**

- a) This response covers the health claims processing and payment functions that are potentially in scope for the market testing of the payment of health services, in line with the discussion in Senate Estimates leading to these questions.

It is estimated that around 1,400 ASL could be attributed to those functions, including both the ASL directly involved in the delivery of the function and a general attribution of the total ASL involved in the delivery of corporate and ICT functions that support the Department.

b) There are 15 key locations that undertake Medicare payment processing, these are:

- Northumberland Street, Liverpool, NSW;
- Blacktown, NSW;
- George Street, Parramatta, NSW;
- Scarborough Beach Road, Perth, WA;
- Stirling Street, Perth, WA;
- Pulteney Street, Adelaide, SA;
- Greenhill Street, Adelaide, SA;
- Merivale Street, Brisbane, QLD;
- Turbot Street, Brisbane, QLD;
- Melbourne, VIC;
- Brougham Street, Geelong, VIC;
- Ryrie Street, Geelong, VIC;
- La Trobe, VIC;
- Moorabbin, VIC; and
- Moreland, VIC.

In addition, there are 237 sites that deliver face to face services where some processing may be undertaken; these are listed at Attachment A. Corporate and ICT support is primarily delivered from Canberra, ACT.

NSW	Ballina	Armidale	Batemans Bay	Bankstown
	Casino	Bathurst	Bega	Bondi Junction
	Cessnock	Belmont	Albury	Burwood
	Coffs Harbour	Dubbo	Broken Hill	Campbelltown
	Gosford	Gunnedah	Cooma	Campsie
	Grafton	Hawkesbury	Cowra	Caringbah
	Kempsey	Inverell	Goulburn	Chatswood
	Lake Haven	Katoomba	Griffith	Darlinghurst
	Lismore	Lithgow	Shellharbour	Fairfield
	Maitland	Merrylands	Narooma	Hornsby
	Mayfield	Moree	Nowra	Ingleburn
	Muswellbrook	Mudgee	Queanbeyan	Leichhardt
	Nambucca Heads	Narrabri	Warriewood	Maroubra
	Nelson Bay	Orange	Ulladulla	MyGov Sydney
	Newcastle	Parkes	Wagga Wagga	Northern Beaches
	Port Macquarie	Macquarie St, Parramatta	Warrawong	Ryde
	Raymond Terrace	Penrith	Woy Woy	Sutherland
	Singleton	Springwood	Wollongong	Charlestown
	Taree	Tamworth	Young	Hurstville
Toronto	The Entrance	Tweed Heads	North Ryde	
Wallsend	Tuncurry	Wyong	Macquarie St, Liverpool	

WA	Albany	Belmont	Bunbury	Freemantle
	Armidale	Booragoon	Cannington	Geraldton
	Innaloo	Kalgoorlie	Midland	MyGov Perth
	Joondalup	Mandurah	Morley	Rockingham
	Subiaco	Warwick Grove	Galleria	

TAS	Burnie	Glenorchy	Kingston	Rosny Park
	Devonport	Hobart	Launceston	

SA	Berri	Marion	Noarlunga	Torrensville
	Elizabeth	Modbury	Port Adelaide	Whyalla
	Gawler	Mt Gambier	Port Augusta	Port Pirie
	MyGov Adelaide			

NT	Alice Springs	Casuarina	Darwin	Palmerston
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ACT	Belconnen	Gungahlin	Tuggeranong	Braddon
	Woden			

QLD	Bundaberg	Ashmore	Aitkenvale	Margate
	Caboolture	Beenleigh	Atherton	Maroochydore
	Caloundra	Capalaba	Ayr	Maryborough
	Carindale	Cleveland	Bowen	Mitchelton
	Chermside	Dalby	Cairns	Mt Gravatt
	Deception Bay	Goodna	Earlville	MyGov Brisbane
	Fortitude Valley	Inala	Emerald	Nambour
	Gympie	Ipswich	Gladstone	Nundah
	Hervey Bay	Robina	Ingham	South Brisbane
	Kawana Waters	Southport	Innisfail	Strathpine
	Kingaroy	Toowoomba	Mackay	Toowong
	Warwick	Woodridge	Mount Isa	Wynnum
	Rockhampton	Smithfield	Townsville	Willows
	Newmarket			

VIC	Ararat	Bairnsdale	Airport West	Windsor
	Ballarat	Chadstone	Warrnambool	Yarra
	Bendigo	Cheltenham	Box Hill	Rowville
	Colac	Cranbourne	Broadmeadows	Sale
	Corio	Dandenong	Camberwell	Springvale
	Geelong	Fountain Gate	Darebin	Traralgon
	Hamilton	Frankston	Echuca	Warragul
	Highpoint	Glen Waverley	Wangaratta	Pakenham
	Horsham	Hastings	Greensborough	Ringwood
	Melton	Knox	Heidelberg	Rosebud
	Mildura	Lilydale	Swan Hill	Warrnambool
	Newport	Mornington	Oakleigh	Waurm Ponds
	Portland	Morwell	Shepparton	Werribee