

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Shopfronts

Question reference number: HS 46

Senator: Cameron

Type of question: Written

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

Number of pages: 4

Question:

In relation to HS 43 from Additional Estimates. Please update the tables in attachments B, C, D, E for the period March 2015 to date.

Answer:

- a) Refer to Attachment B.
- b) Refer to Attachment C.
- c) There are currently no sites scheduled for co-location or relocation to 30 June 2016 (as at 4 November 2015).

The Department of Human Services is still finalising arrangements for the period 1 January 2016 and beyond. Dates for the alteration of services vary according to lease expiry dates and are subject to negotiation with landlords.

- d) There are currently no service points scheduled to be opened prior to 30 June 2016 (as at 4 November 2015).

The Department is still finalising arrangements for the period 1 January 2016 and beyond. Dates for the alteration of services vary according to lease expiry dates and are subject to negotiation with landlords. As a result the schedule for future co-locations is only determined once all leasehold matters have been finalised.

ATTACHMENT B

State	Location	Service Type	Date Opened	Reason for Opening
WA	Perth MyGov	myGov Service Centre	29-June-2015	Relocation of existing services with the ATO
NSW	Warriewood	Service Centre delivering Medicare Services	27-July-2015	Relocation of existing services

Total: 13 service points added since 1 July 2014 (as at 4 November 2015). See HS 43, Attachment B from Senate Estimates February 2015 for service points added prior to 16 March 2015, and HS 57, Attachment C from Senate Estimates June 2015 for service points relocated prior to 22 June 2015.

ATTACHMENT C

State	Location	Service Type	Date Relocated	Site of Relocated Service	Reason for Relocation
QLD	Broadbeach	Service Centre delivering Medicare Services	26-June-2015	Robina One-stop Shop Service Centre	Co-location
VIC	Fountain Gate	Service Centre delivering Medicare Services	26-June-2015	Fountain Gate One-stop Shop Service Centre and Pakenham One-stop Shop Service Centre	Co-location
WA	Perth	Service Centre delivering Medicare Services	26-June-2015	myGov Perth Shopfront	Co-location with ATO in new Purpose Built Shopfront
NSW	Kotara	Service Centre delivering Medicare Services	3-July-2015	Mayfield One-stop Shop Service Centre	Co-location
NSW	Roselands	Service Centre delivering Medicare Services	10-July-2015	Campsie One-stop Shop Service Centre	Co-location
NSW	North Rockhampton	Service Centre delivering Medicare Services	17-July-2015	Rockhampton One-stop Shop Service Centre	Co-location
NSW	Warriewood	Service Centre delivering Medicare Services	24-July-2015	Warriewood Service Centre delivering Medicare Services	Relocation
VIC	Mornington	Service Centre delivering Medicare Services	24-July-2015	Mornington One-stop Shop Service Centre	Co-location
VIC	Bentleigh	Service Centre delivering Medicare Services	31-July-2015	Oakleigh One-stop Shop Service Centre	Co-location
VIC	Elsternwick	Service Centre delivering Medicare Services	31-July-2015	Windsor One-stop Shop Service Centre	Co-location
VIC	Altona North	Service Centre delivering Medicare Services	7-August-2015	Newport One-stop Shop Service Centre	Co-location
VIC	Northcote	Service Centre delivering Medicare Services	14-August 2015	Darebin One-stop Shop Service Centre	Co-location
VIC	Preston	Service Centre delivering Medicare Services	14-August 2015	Darebin One-stop Shop Service Centre	Co-location
NSW	Burwood	Service Centre delivering Medicare Services	14-August 2015	Burwood One-stop Shop Service Centre	Co-location

State	Location	Service Type	Date Relocated	Site of Relocated Service	Reason for Relocation
VIC	Doncaster	Service Centre delivering Medicare Services	21-August-2015	Heidelberg One-stop Shop Service Centre and Yarra One-stop Shop Service Centre	Co-location
NSW	Pagewood	Service Centre delivering Medicare Services	21-August-2015	Maroubra One-stop Shop Service Centre	Co-location
NSW	Bankstown	Service Centre delivering Medicare Services	28-August-2015	Bankstown One-stop Shop Service Centre	Co-location
NSW	Fairfield	Service Centre delivering Medicare Services	4-September-2015	Fairfield One-stop Shop Service Centre	Co-location
VIC	Melbourne City East	Service Centre delivering Medicare Services	4-September-2015	Melbourne Galleria Service Centre delivering Medicare Services	Co-location
WA	Hillarys	Service Centre delivering Medicare Services	11-September-2015	Warwick Grove One-stop Shop Service Centre	Co-location
NSW	Parramatta	Service Centre delivering Medicare Services	18-September-2015	Parramatta One-stop Shop Service Centre and Merrylands One-stop Shop Service Centre	Co-location
NSW	North Sydney	Service Centre delivering Medicare Services	25-September-2015	Chatswood One-stop Shop Service Centre	Co-location
NSW	Chatswood	Service Centre delivering Medicare Services	25-September-2015	Chatswood One-stop Shop Service Centre	Co-location
NSW	Erina	Service Centre delivering Medicare Services	2-October-2015	Gosford One-stop Shop Service Centre	Co-location
NSW	Engadine	Service Centre delivering Medicare Services	9-October-2015	Sutherland One-stop Shop Service Centre	Co-location
NSW	Spit Junction	Service Centre delivering Medicare Services	16-October-2015	Northern Beaches One-stop Shop Service Centre	Co-location
NSW	Merimbula*	Service Centre delivering Medicare Services	30-October-2015	Bega One-stop Shop Service Centre	Co-location

*Agent Service Delivery model established in Merimbula to align with the co-location into the Bega Service Centre

Total: 87 service points relocated since 1 July 2014 (as at 4 November 2015). See HS 43, Attachment C from Senate Estimates February 2015 for service points relocated prior to 16 March 2015, and HS 57, Attachment C from Senate Estimates June 2015 for service points relocated prior to 20 June 2015.