

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: ANAO Report Implementation

Question reference number: HS 56

Senator: Cameron

Type of question: Written

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Question:

I refer to Integrity of Medicare Customer Data - ANAO Report 27 of 2013-14. Please provide an update on the Department's implementation of the recommendations.

Answer:

The Australian National Audit Office's audit into the Integrity of Medicare Customer Data contained five recommendations that were supported by the Department of Human Services.

Of the five recommendations, four have been completed:

- Recommendation 1 (relating to a review of eLearning training materials and procedure documentation);
- Recommendation 2 (relating to the management of duplicate and intertwined records);
- Recommendation 3 (relating to undertaking targeted, risk-based data integrity testing); and
- Recommendation 4 (relating to a review of existing Medicare entitlement types).

Recommendation 5, which related to compliance with the mandatory requirements of the Information Security Manual, continues to progress. All systems that record, process and store Medicare customer data have been accredited. The Department also undertakes ongoing re-accreditation of auxiliary infrastructure service components which support the core application systems including gateway, authentication and communication services.