

Senate Community Affairs Legislation Committee

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

Department of Human Services

Topic: Directing Customer to Apps

Question reference number: HS 75

Senator: Cameron

Type of question: Written

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

Number of pages: 1

Question:

- a) Does DHS direct staff at Tweed Heads Medicare to encourage clients to use online claiming systems and discourage face to face Medicare rebate claiming?
- b) Are customers still able to receive Medicare rebates in person?

Answer:

- a) To ensure the Department of Human Services is offering customers a simpler and easier way to deal with the Department, staff do provide an upfront digital offer at Tweed Heads Service Centre, outlining electronic claiming options in all interactions with customers. Staff are also available to provide assistance for customers who prefer a face to face interaction.
- b) Yes.