

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Budget Estimates 2006-2007, 25 May 2006

Question: HS13

Outcome 1, Output 1

Topic: Office of Access Card – Anticipated Registration Process

Hansard Page/Written Question on Notice: F&PA 88 25/05/06

SENATOR MOORE asked the Minister for Human Services, upon written notice:

[In relation to the anticipated registration process for the Health and Social Services access card] ... I am really interested in the comparable effort and the need for planning and commitment to the future on that point when compared to, for example, when we went to the Medicare system ... What we are anticipating here is a period of a couple of years leading up to 2010 where all people will be expected to have this active. As you well know, there are all the component parts of a project of this size—the ID, the interaction, the creation of cards and all those kinds of things. Would you, through your organisation, be able to do a straight comparison with the Medicare introduction? It would be useful in terms of the number of people caught up with that.

Answer:

The implementation of the Health and Social Services access card, as recommended by the KPMG Business Case (*KPMG Health and Social Services Smart Card Initiative, Volume 1: Business Case – Public Extract*) assumed that the registration process would involve around 16 million registrations and would be carried out in Medicare and Centrelink offices, with other outlets providing additional services where required. This approach will be subject to review, prior to the commencement of the registration process, to ensure that it remains appropriate.

Information regarding ‘How to register’ for the access card will be communicated to consumers prior to the registration period.

Further information regarding the registration process proposed by the KPMG Business Case is available in the Public Extract of the *KPMG Health and Social Services Smart Card Initiative, Volume 1: Business Case*. This document is available on the Department of Human Services website.

The detailed design of the access card registration process will be subject to further work and the advice of Lead Advisor.

Five months prior to the introduction of Medicare on 1 February 1984 a ‘mass enrolment’ phase was undertaken. During this period, Medibank Private contributors and aged person recipients were automatically enrolled. Other enrolments were made on receipt of completed enrolment forms. These enrolment forms were delivered to every household in Australia. The forms contained basic enrolment instructions and collected the first name, middle initial, family name, date of birth, address and gender of each person. Following enrolment, the majority of Medicare cards were sent to cardholders by mail. As at 30 June 1984, 15,274,216 persons were enrolled for Medicare.

To prepare this answer it has taken approximately 2 hours at an estimated cost of \$113.