

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2013-2014

Finance and Deregulation Portfolio

Department/Agency: Department of Finance and Deregulation

Outcome/Program: Medibank

Topic: Call Centres

Senator: Moore

Question reference number: F54

Type of question: Hansard, F&PA Committee, Page 13, 30 May 2013

Date set by the committee for the return of answer: Friday 12 July 2012

Number of pages: 1

Question:

Senator MOORE: Can I get on notice the data on how many staff there are in each of those call centres?

Answer:

Medibank has two call centre sites located in Melbourne and Wollongong. The Melbourne call centre has a current headcount of 268 full-time equivalent (FTE). The Wollongong call centre has a headcount of 123 FTE.

Medibank also has a long term outsource partnership with Salmat based in Melbourne, covering 150 FTE.