

Appendix A— Reports required by legislation

06

The Health Insurance Commission (HIC) is a statutory authority established by the *Health Insurance Commission Act 1973* (HIC Act).

Our functions include:

- paying Medicare benefits as provided for in the *Health Insurance Act 1973* and undertaking all administrative activities necessary to ensure the effective performance of this function (authorised by the HIC Act)
- paying pharmaceutical benefits and undertaking all administrative activities necessary to ensure the effective performance of this function (subject to the *National Health Act 1953* and authorised by the HIC Act and regulations)
- preventing and detecting the occurrence of fraud and inappropriate servicing with respect to the payment of benefits under the programs administered by HIC (authorised by the HIC Act and regulations)
- administering the Compensation Recovery Program (under the provisions of the *Health and Other Services (Compensation) Act 1995*)
- administering the Federal Government 30% Private Health Insurance Rebate (under the provisions of the *Private Health Insurance Incentives Act 1998*)
- maintaining and administering the Australian Organ Donor Register (authorised by an arrangement made under s. 7 of the HIC Act)
- maintaining and administering the Australian Childhood Immunisation Register (under the provisions of the *Health Insurance Act 1973*)
- undertaking all administrative activities under the General Practice Immunisation Incentives Scheme, the Practice Incentives Program, the General Practice Registrars' Rural Incentive Payments Scheme and the Rural Retention Program (authorised by arrangements made under s. 7 of the HIC Act)
- delivering services as part of the Family Assistance Office
- providing services for the processing of the Department of Veterans' Affairs treatment accounts and Australian Hearing Services (authorised by regulations to the HIC Act)
- administering the Incurred But Not Reported (IBNR) Indemnity Claims Scheme and High Cost Claims Scheme (under the provisions of the *Medical Indemnity Act 2002*, *Medical Indemnity (IBNR Indemnity) Contribution Act 2002*, the *Medical Indemnity (Enhanced UMP Indemnity) Contribution Act 2002*, and the *Medical Indemnity (Consequential Amendment) Act 2002*)
- undertaking the *Prescription Shopping Project* (authorised by a ministerial determination made under s. 8AA(4) of the HIC Act)
- providing ex gratia payments for survivors of the bombings that occurred in Bali, Indonesia, on October 2002, and family members of victims and survivors
- administering the Tsunami Healthcare Assistance scheme which covers out-of-pocket health care costs incurred in Australia for Australian survivors of the Indian Ocean tsunamis of 26 December 2004, and reasonable costs of counselling and psychological care for families of victims and survivors.

The HIC Act determines the constitution of the Board of Commissioners, the appointment of the Managing Director, and HIC staffing and financial arrangements. The HIC Act articulates the commission's ability to delegate powers and the HIC's reporting requirements. The HIC Act also permits the HIC to operate outside Australia and to form companies.

The HIC is a non-government business entity Commonwealth authority under the *Commonwealth Authorities and Companies Act 1997* which provides our general governance, reporting and accountability framework and imposes a detailed regime for the conduct of officers.

Responsible minister

The Minister for Health and Ageing, the Hon Tony Abbott MP, was the responsible minister to 25 October 2004. On 26 October 2004, the Minister for Human Services, the Hon Joe Hockey MP, became the responsible minister.

Directions by the Minister

Under s. 8J of the *Health Insurance Commission Act 1973*, the Minister may give the HIC written directions. This power was not exercised during 2004–05.

Notifications of general policy of government

Under s. 28 of the *Commonwealth Authorities and Companies Act 1997* the HIC was not notified of any general policies of the government during the financial year.

Delegations

The HIC operates its business in accordance with a number of instruments of delegation. These include the financial and human resources delegations made under the HIC Act and delegations under other relevant health legislation, including the *Health Insurance Act 1973*, the *National Health Act 1953*, the *Health and Other Services*

(Compensation) Act 1995, the *Private Health Insurance Incentives Act 1998* and the *Medical Indemnity Act 2002*.

Instruments of delegation specific to HIC officers have been made by the Minister for Health and Ageing, the HIC, the Managing Director and the Secretary of the Department of Health and Ageing and are updated as required.

Powers of investigation

The HIC Act, as amended by the *Health Legislation (Powers of Investigation) Amendment Act 1994*, provides for the Managing Director to authorise the exercise of power to require a person to give information that the person has, or to produce a document that a person holds, and the power to obtain a search warrant to seize information or material needed to complete a chain of evidence. Section 42 of the *Health Insurance Act 1973* specifies that any uses of these powers must be reported annually (see table below).

Statutory report under section 42 for the year ending 30 June 2005

	Section	2004–05
Instruments appointing an HIC officer as an authorised person	8M	9
Notices requiring information from non-patients	8N	32
Notices requiring information from patients	8P	104
Searches of premises for the purpose of monitoring compliance	8U	4
Occasions during searches when powers were used	8V	0
Searches of premises and seizure of evidential material	8X	14
Search warrants issued in relation to possible offences	8Y	16
Search warrants issued by telephone or other electronic means	8Z	0
Patients advised in writing of the seizure of their clinical records*	8ZN	118

* Where records are taken from a medical practitioner, patients whose details are included in those records are issued with a s. 8ZN notice advising that the records have been obtained. The notice does not imply the patient is under investigation.

Below is a list of the types of cases in which these powers were used during 2004–05

Use of Powers of Investigations for the year ending 30 June 2005

	2004–05
Medical practitioners	
Magnetic resonance imaging	0
Diagnostic imaging	0
Pathologists	0
Pharmacists	8
General practitioners	8
Optometrists	0
Psychiatrists	0
Other specialists	1
Members of the general public	
Benefit claims	2
Prescription drug smuggling	0

Prosecutions

The prosecuted cases includes benefits claimed for services not rendered or rendered other than claimed

Summary of Prosecutions for the year ending 30 June 2005	Total
Number of referrals by the HIC to the Commonwealth Director of Public Prosecutions	51
Number of successful prosecutions	42
Number of unsuccessful prosecutions	2
Public offences against Medicare and the PBS*	34
Provider investigations against Medicare	6
Pharmacist—offences against the PBS	1
Internal offences by staff against the HIC	1

* refers to patients and members of the public who unlawfully seek to obtain health benefits.

Judicial decisions and reviews

Judicial decisions and decisions of administrative tribunals that had (or may have) a significant impact on our operations from 1 July 2004 to 30 June 2005 are summarised here.

Professional Services Review Scheme litigation

Oreb v. Willcock and ors

This matter was heard by the Federal Court of Australia Full Court on 10 May 2005. One of the issues for consideration by the Full Court is the seemingly 'automatic' process by which a practitioner who breached the 80/20 rule was referred to the Director Professional Services Review and then to the Professional Services Review Committee.

Magnetic resonance imaging eligibility litigation

Sydney X-Ray v. Health Insurance Commission

At issue in these proceedings was whether magnetic resonance imaging (MRI)

equipment operated by Sydney X-Ray Pty Ltd (SXR) at premises in Randwick, New South Wales, was 'eligible equipment' for the purpose of qualifying for Medicare benefits under the HIC Act. In order to qualify as 'eligible equipment', SXR was required to submit evidence that there was in existence by 10 February 1998 a 'contract, in writing' for the purchase of the MRI machine, which did not contain an option to cancel.

On 1 October 2004 the Federal Court decided in favour of SXR. The court found that the MRI machine that SXR eventually installed in October 1998 was replacement equipment for an earlier MRI machine 'purchased', but not ordered, under a contract signed on 4 September 1997 and subsequently varied after 10 February 1998 when a different machine was ordered.

Clare v. Health Insurance Commission

On 19 December 2002, Dr Clare and others commenced proceedings against the HIC in the Federal Court. The proceedings concern the eligibility of MRI equipment

operated by Dr Clare and others at premises in Bundoora, Victoria. In order to qualify as 'eligible equipment', Dr Clare was required to submit evidence that there was in existence by 10 February 1998, a 'contract, in writing' for the purchase of the MRI machine, which did not contain an option to cancel.

This matter is set down for hearing on 7–8 September 2005.

Ultrad and Anor v. Health Insurance Commission

On 11 October 2004, Ultrad Pty Ltd and Queensland X-Ray Pty Ltd filed an application in the Federal Court for the review of a decision made by HIC to reject a claim for a Medicare benefit in respect of an MRI service rendered to a patient at Mater Private Hospital, Pimlico, Queensland. The dispute concerns whether or not the MRI equipment used to render that service is eligible to render Medicare services under the applicable legislation. In order to qualify as 'eligible equipment', the applicants are required to submit evidence that there was in existence by 18 May 1998 a 'contract, in

writing' for the purchase of the MRI machine, which did not contain an option to cancel.

The matter is set down for hearing on 14 June 2005.

Other litigation

Medtest Pty Ltd v. Medicare Participation Review Committee

On 25 August 2004 the full Federal Court, in a split decision, dismissed an appeal by the HIC against a decision by the Administrative Appeals Tribunal (AAT) overturning a decision of the Medicare Participation Review Committee that Medtest's refusal to allow an inspection of its laboratory premises did not constitute a breach of its Approved Pathology Authority Undertaking.

The AAT decision raised doubts about the exercise of the HIC's powers to enter and inspect a pathology laboratory's premises. While the majority decision in the Full Court did not touch upon these issues, the dissent of Justice Conti casts doubt on some of the limitations on the power of inspection identified in the AAT decision.

Following the Federal Court decision Medtest unsuccessfully sought indemnity costs against the HIC.

Rogers and Prior v. Secretary, Department of Health and Ageing

This matter tested the scope of the HIC's powers under s. 98 of the *National Health Act 1953* to cancel the approvals of pharmacists who cease trading at approved premises, contrary to their obligations under the Act. The AAT upheld the HIC's decision. The applicants appealed to the Federal Court, which upheld the AAT's decision.

Warner v. Health Insurance Commission

On 18 January 2005, the Administrative Appeals Tribunal upheld the HIC's decision to cancel a pharmacist's s. 90 approval, where the pharmacist holding the approval was not trading at the approved premises as required by the *National Health Act 1953*.

Ombudsman

Between 1 July 2004 and 30 June 2005, the Commonwealth Ombudsman received 179 complaints about the HIC. This represents an increase of 30.7 per cent from the previous year.

Issues identified by the Commonwealth Ombudsman 2004–05

	Number
Closed/finalised complaints by Ombudsman	185
Closed/finalised issues by Ombudsman	188
Discretion exercised by Ombudsman	75
I withdrawn/lapsed	4
Investigated by Ombudsman	86
I no defect found	7
I agency defect found	39
I no need to investigate further	40

Secrecy provisions and privacy legislation

National Health Act

Section 130 of the HIC Act and s. 135A of the *National Health Act 1953* provide for the confidentiality of information obtained by HIC in the performance of its functions.

These provisions make it an offence for an HIC officer to disclose information about a person except in the performance of their duties under the relevant Act. The secrecy provisions also provide specific powers enabling the release of personal information in certain circumstances. For example, information may be released to state health regulatory authorities, such as medical and pharmaceutical boards, in relation to matters affecting the registration of professional health providers.

There is also provision under s. 130(3) of the HIC Act and s. 135A(3) of the *National Health Act* for the Minister or a HIC officer to whom this authority is delegated, to certify that it is in the public interest for information to be released.

Section 135AA of the *National Health Act*, and associated guidelines issued by the Privacy Commissioner, provide for limits on the maintenance and storage of claims information and the separation of Medicare and Pharmaceutical Benefits Scheme databases.

Privacy Act

The HIC is subject to the *Privacy Act 1988*, which regulates the collection, handling and use of personal information by most Australian Government agencies. In accordance with the *Privacy Act*, HIC submits an annual report to the Privacy Commissioner (Personal

Information Digest) listing the types and use of information we hold.

We received 24 complaints about the use and disclosure of personal information we hold. Of these complaints, 21 were found to be unsubstantiated, three were substantiated and the appropriate action was taken. Two of the complaints were originally lodged with the Privacy Commissioner, who referred them to the HIC for action.

Occupational health and safety report

Under s. 74 of the *Occupational Health and Safety (Commonwealth Employment) Act 1991*, we are required to report on occupational health and safety incidents that occurred during the year. This information is provided in the table below:

Reportable occupational health and safety statistics 2004–05

Action	Number
Deaths that required notice under s. 68	0
Accidents that required notice under s. 68 (6 serious personal injury + 1 incapacity)	7
Dangerous occurrences that required notice under s. 68	3
Investigations conducted under Part 4	1
Tests on plant, substance, or thing in the course of investigations considered	0
Tests on plant, substance, or thing in the course of investigations considered	0
Notices given to the HIC under s. 30 (requests from health and safety representatives)	0
Notices given to the HIC under s. 46 (prohibition notice)	0
Notices given to the HIC under s. 47 (improvement notice)	0

Appendix B— Freedom of information

06

The HIC is a prescribed authority under the *Freedom of Information Act 1982* (FOI Act). The HIC is therefore required to publish its annual report information about the way it is organised, its functions and powers, the categories of documents held by the HIC and how the public can access them. The freedom of information statistics for the financial year 2004–05 are also reported in this appendix.

Organisation, functions and powers

Our organisation structure chart appears in Section 1 — About the HIC.

A description of the HIC's functions and powers as required by s. 8 of the FOI Act is detailed in Appendix A — Statutory reports.

Documents

Brochures explaining the Medicare program, the Pharmaceutical Benefits Scheme, the Australian Childhood Immunisation

Register, the Australian Organ Donor Register and the Family Assistance Office are available free of charge from Medicare offices.

The HIC's website www.hic.gov.au features publicly available publications and forms that can be viewed or downloaded by the public.

In accordance with section 9 of the FOI Act, the following types of documents are held by the HIC, while being subject to the exemption provisions of the FOI Act:

- administration and policy files
- agendas, minutes and records of meetings of various internal and external committees and tribunals
- agendas, minutes and submissions for commission meetings
- applications for approval as an accredited orthodontist
- applications for approval as a dentist or dental practitioner
- applications for recognition as a specialist or consultant physician
- applications for recognition as a vocationally registered GP
- brochures relating to HIC operations
- committee and tribunal files created as a result of a specific inquiry or hearing
- committee and tribunal member appointment papers
- computer records relating to all HIC operations
- financial budgetary documents
- internal audit terms of reference, reports and files
- legal advice and opinions
- legislative documents in the form of Acts, regulations and interpretations
- listings of approved Medicare pathology practitioners, authorities and laboratories
- listings of certified patients for the Cleft Lip and Palate Scheme
- listings of participating Medicare medical practitioners, dentists and optometrists
- listings of Pathology Licensed Collection Centres and Accredited Pathology Laboratories

- listings of Pharmaceutical Benefits Scheme approved persons and pharmaceutical prescribers
- Medicare Benefits Schedule item rulings and interpretations
- ministerial, Commonwealth Ombudsman and general correspondence
- ministerial submissions
- operational instructions, circulars and directives relating to Medicare, the Pharmaceutical Benefits Scheme, Australian Childhood Immunisation Register, Practice Incentives Program, Compensation Management System, 30% health insurance rebate, Veterans' Treatment Accounts, Australian Organ Donor Register, Hearing Service Payments and Health Research and Coordinated Care Trials
- personnel records
- processed enrolment, registration, withdrawn forms and claims documentation relating to HIC operations
- property documents, including leases, tenders and maintenance agreements
- records created as a result of a specific complaint, inquiry or review
- records in relation to the regulatory functions of Pathology Licensed Collection Centres and Accredited Pathology Laboratories
- records of contact between medical advisers and medical practitioners
- statistical reports and analyses
- undertakings for participating optometrists.

Procedures and initial contact points

A formal request under the FOI Act for access to HIC documents should be made in writing, accompanied by a \$30 application fee made payable to HIC, and sent to:

Freedom of Information Officer
Health Insurance Commission
PO Box 1001
Tuggeranong DC
Australian Capital Territory 2901
Telephone: (02) 6124 4608
Fax: (02) 6124 4622

Remission of the application fee may be sought. Applicants may be liable to pay charges for costs associated with processing a request and providing access to documents.

Freedom of information liaison officers in HIC state offices can help with initial enquiries.

Freedom of information report

The following table sets out the reportable freedom of information matters for the HIC in 2004–05.

Reportable freedom of information statistics 2004–05

Requests	2004–05
On hand at 30 June 2004	1
Received	21
Resolved by being:	
withdrawn (following consultation)	3
granted in full	0
granted in part	16
denied in full	2
Outstanding at 30 June 2005	1
Finalised in:	
0–30 days	9
31–60 days	8
61–90 days	0
91 days or more	0
Fees and levies charged	
Application fees received	\$340.00
Charges notified	\$2,398.30
Charges collected	\$745.30
Internal reviews	
Received	3
Finalised	3
Administrative Appeals Tribunal Appeals	
Received	0
Outstanding at 30 June 2005	0



Appendix C— Staffing

Staff at the HIC are employed under the *Health Insurance Act 1973*. At 30 June 2005, the HIC employed 5,171 staff, which is an increase of 161 staff or 3.21 per cent since 30 June 2004. Of these, 1,119 were employed as part-time staff and 280 as temporary staff. The significant proportion of part-time staff (21.64 per cent) ensures that the HIC can maintain high standards of customer service during peak hours. Of all staff employed at 30 June 2005, 4,073 (78.77 per cent) were female. Staff are located across Australia, in National Office in Canberra, state headquarters in each state, several processing centres and 234 Medicare offices.

Employee numbers at 30 June 2005

State	2004	2005	Change
National Office	1,337	1,253	-6.28%
New South Wales	1,177	1,223	3.9%
Victoria	929	951	2.37%
Queensland	733	801	9.28%
South Australia	318	352	10.69%
Western Australia	335	399	19.1%
Tasmania	181	192	6.08%
Total	5,010	5,171	3.21%

* 233 staff now report to National Office directly but are still based in the states. This would take the figure for staff at National Office to 1538

Senior management, by gender

Classification	Male	Female	Total
Senior professional staff*	47	29	76
Total	47	29	76

* Senior professional staff includes all senior executives and medical advisers.

Employee numbers by gender and location at 30 June 2005

State	Male	Female	Total
National Office	555	698	1,253
New South Wales	155	1,068	1,223
Victoria	135	816	951
Queensland	116	685	801
South Australia	52	300	352
Western Australia	59	340	399
Tasmania	26	116	192
Total	1,098	4,073	5,171



Staffing by classification and location

Classification	National Office	NSW	Qld	SA	Tas.	Vic.	WA	Total
HIC1	7	131	113	61	38	175	66	591
HIC2	8	81	74	29	16	78	53	339
HIC3	35	708	416	172	76	471	183	2,061
HIC4	110	61	42	18	12	52	21	316
HIC5	161	158	101	45	28	114	49	656
HIC6	291	40	22	10	6	28	10	407
HIC7	343	28	20	14	13	19	12	449
HIC8	248	8	7	0	1	5	0	269
LEG1	1	0	0	0	0	0	0	1
LEG2	6	0	0	0	0	0	0	6
Senior Executive	43	8	6	3	2	9	5	76
Total	1,253	1,223	801	352	192	951	399	5,171

Non-English speaking background employees, by classification

Classification	NESB-1*	NESB-2~	Total
HIC1	41	27	68
HIC2	13	17	30
HIC3	240	218	458
HIC4	34	37	71
HIC5	36	56	92
HIC6	54	36	90
HIC7	65	21	86
HIC8	36	18	54
Legal 2	0	1	1
Senior Executive	6	2	8
Total	525	433	958

* NESB 1—Non-English speaking background, first generation

~ NESB 2—Non-English speaking background, second generation

Non-English speaking employees, by state

State	Male	Female	Total
National Office	162	82	244
New South Wales	201	141	342
Queensland	29	27	56
South Australia	10	53	63
Tasmania	5	5	10
Victoria	103	90	193
Western Australia	15	35	50
Total	525	433	958

Aboriginal or Torres Strait Islander employees, by classification and gender

Classification	Male	Female	Total
HIC1*	4	18	22
HIC2	2	4	6
HIC3	0	19	19
HIC4	1	2	3
HIC5	1	0	1
HIC7	1	2	3
HIC8	0	1	1
Total	9	46	55

* a These figures include 11 temporary employees who were employed for a special project at 30 June 2005.

Aboriginal or Torres Strait Islander employees, by state and gender

State	Male	Female	Total
National Office	3	4	7
New South Wales	3	6	9
Queensland	0	13	13
South Australia	0	3	3
Tasmania	3	11	14
Victoria	0	6	6
Western Australia	0	3	3
Total	9	46	55

Employees with a disability, by gender and classification

Classification	NESB-1*	NESB-2~	Total
HIC1	3	6	9
HIC2	2	4	6
HIC3	8	45	53
HIC4	0	2	2
HIC5	0	4	4
HIC6	5	4	9
HIC7	7	3	10
HIC8	4	1	5
Legal 2	0	1	1
Senior Executive	0	1	1
Total	29	71	100

Employees with a disability, by gender and state

State	Male	Female	Total
National Office	15	8	23
New South Wales	4	20	24
Queensland	3	10	13
South Australia	3	5	8
Tasmania	0	3	3
Victoria	3	24	27
Western Australia	1	1	2
Total	29	71	100

Appendix D— Consultancy services

06

The following table lists new and extended consultancy contracts let to the values of \$10,000 or more (inclusive of GST) during 2004–05. Included is the name of the consultant; a summary description of the nature and purpose of the consultancy; the contract price for the consultancy; the selection process used (including whether the consultancy was publicly advertised), and the reason for the decision to employ consultancy services for each individual consultancy.

Key Selection Process

1 Open tender— a procurement procedure in which a request for tender is published inviting all businesses that satisfy the conditions for participation to submit tenders.

- 2 Select tender— a procurement procedure in which the procuring agency selects which potential suppliers are invited to submit tenders in accordance with the mandatory procurement procedures.
- 3 Direct sourcing— a procurement process, available only under certain defined circumstances, in which an agency may contract a single potential supplier or suppliers of its choice and for which conditions for direct sourcing apply under the mandatory procurement procedures
- 4 Panel—an arrangement under which a number of suppliers, usually selected through a single procurement process, may each supply property or services to an agency as specified in the panel arrangements.

Reason

- A skills currently unavailable within agency
- B need for specialised or professional skills
- C need for independent research of assessment

Consultancy services provided to the Health Insurance Commission in 2004–05

Company Name	Purpose of Engagement	Price (\$)	Process	Reason
AC Nielsen Australia Pty Ltd	Provider Feedback Report study	39,329	1	c
Accenture Australia Ltd	Advice in regard to business improvement projects	1,309,604	2/3	b
Adept Associates Pty Ltd	Investigation of suspected breaches	21,666	3	b
Anatas	Enterprise application integration—audit	17,600	1	a/c
Australian Government Actuary	Review of Outstanding Claims Model in response to ANAO B Findings/Compulsory 3-year review of employee entitlement provisions	36,288	2	c
Beames & Associates	Advice in relation to audit findings	64,821	3	b
Chase Waterford	Fraud strategy review	17,487	3	b
Clayton Utz	Probity advice	19,390	2	b/c
CSIA	Charter of care review	77,000	3	b
Ernst & Young	Financial modelling/electronic claiming risk assessment	159,817	3	b
Giesecke & Devrient Australasia Pty	Advice in relation to smartcard technology	43,945	3	a/b
HBA Consulting	Review of Certified Agreement	20,504	3	a/b
IBM Australia Ltd	Review of rational use in projects	20,543	1	a
Intelligent Business Research	Review of information technology services	64,120	3	a
Interact CM Pty Ltd	Data quality advice	225,568	3	b
John Atkins Communications	CSO training service quality	30,000	2	a

Consultancy services provided to the Health Insurance Commission in 2004–05 (cont.)

Company Name	Purpose of Engagement	Price (\$)	Process	Reason
Keystone Corporate Positioning	Advice in relation to the Strategic Plan	28,050	3	b
KPMG Australia	Compliance audit—HeSA	22,876	2	c
Meta Group Aust Holdings	Advice in relation to information technology salaries	38,500	3	b/c
O'Connell St Associates Pty Ltd	Governance advice	27,500	3	b
Phillips Fox	Legal advice in relation to medical indemnity	32,307	2	b/c
PricewaterhouseCoopers	ARAS review/web content management system	104,750	1	c
QMS	Consultancy investigation, Mt Omney	28,334	3	c
Stuart Consulting Group Pty Ltd	eBusiness Gateway Environment report	12,672	1	a
Taylor Nelson Sofres Australia	Medicare smartcard—Omnibus Research	18,782	3	a
The Boston Consulting Group Pty Ltd	Review of data warehouse	202,070	3	a
The Hedging Company Pty Ltd	Financial management framework	69,877	3	a
The Value Creation Group	Advice in regard to Strategic Plan	180,343	3	b
Uncommon Knowledge	Advice on Indigenous access	64,498	3	a
Value Focussed Consulting Pty Ltd	Implementation of balanced scorecard	11,564	3	a
Total		3,009,747		

Appendix E— Service Charter

The HIC is one of Australia's largest service delivery organisations, and provides some form of benefit to almost every Australian. The HIC's service charter has been in place since June 1999. It describes our current obligations and standards of service, as well as benchmarks we use to measure our performance. It also outlines the rights and responsibilities of our stakeholders explains our complaints handling procedures, and tells people how to access our services.

The information in the following tables outline our service standards and performance for the following services:

- claims processing and payments for the public
- claims processing and payments for medical providers
- telephone enquiries
- Medicare office counter enquiries.

For more information about the HIC's Service Charter, see Section 3.

Claims processing and payment standards for the public

Service	Service standard	Performance 2003–04	Performance 2004–05
Medicare—for claims lodged manually	Paid accounts will be reimbursed by cash on the day at a Medicare office (daily limits apply).	100%	100%
	Paid accounts will be reimbursed by electronic funds transfer (EFT) to your nominated account (not available for passbook accounts) or by cheque posted to you 10 days after lodgement.	98%	98%
	Claims for unpaid general practitioner (GP) accounts will be reimbursed by cheque made out to the doctor. The cheque will be posted to you 16 days after lodgement.	99%	99%
	Claims for other unpaid medical provider accounts will be reimbursed by cheque made out to the provider. The cheque will be posted to you 18 days after lodgement.	100%	98%
Medicare—for claims lodged electronically (including via a doctor's practice)	Paid accounts will be reimbursed by EFT to your nominated account if requested (not available for passbook accounts) or by cheque posted to you 10 days after lodgement.	98%	99%
	Claims for unpaid GP accounts will be reimbursed by cheque made out to the doctor and sent to you 14 days after lodgement.	96%	99%
	Claims for other unpaid medical provider accounts will be reimbursed by cheque made out to the provider. The cheque will be posted to you 15 days after lodgement.	97%	100%

Claims processing and payment standards for the public (cont.)

Service	Service standard	Performance 2003–04	Performance 2004–05
Medicare— compensation	A Medicare history statement will be processed within 28 days of a request for a Notice of Past Benefits.	95%	98%
	A Notice of Past Benefits will be processed with 28 days of receipt of an accepted Medicare claims history statement.	94%	97%
	On receipt of an accepted Medicare claims history statement, refunds from an advance payment will be made within three months of us receiving both the notice of judgement or settlement and the advance payment amount.	97%	98%

Claims processing and payment standards for medical providers

Service	Service Standard	Performance 2003–04	Performance 2004–05
Medicare—for bulk billing	Manual bulk bill claims for all services except pathology and GP services will be reimbursed to providers by cheque 15 days after lodgement.	93%	98%
	Manual GP claims will be reimbursed to providers by cheque 14 days after lodgement.	91%	96%
	Manual pathology claims will be reimbursed to providers by cheque 28 days after lodgement.	97%	99%
	Electronically lodged claims for all services except pathology will be reimbursed to providers by cheque or EFT eight days after lodgement.	93%	91%
	Electronically lodged pathology claims will be reimbursed to providers by cheque or EFT 28 days after lodgement.	81%	99%
Australian Childhood Immunisation Register	Australian Childhood Immunisation Register notification payments will be made by EFT, and a statement mailed to providers, within seven days of the end of each month.	100%	100%
General Practice Immunisation Incentives	A General Practice Immunisation Incentives outcomes payment calculation will be run quarterly in February, May, August and November of each year. All payments will be made and statements sent within two weeks of the quarterly calculations.	100% statements	100% statements
		100% payments	100% payments

Claims processing and payment standards for medical providers (cont.)

Service	Service Standard	Performance 2003–04	Performance 2004–05
Service incentive payments	Service incentive payments will be made within five days of the end of each month.	100%	100%
Practice Incentives payments	A Practice Incentives Program payment will be run quarterly in February, May, August and November of each year. All payments will be made and statements sent within two weeks of the quarterly calculations.	25% statements	50% statements
		100% payments	100% payments
Pharmaceutical Benefits Scheme	When correct documentation is provided:		
	■ cash payments for claimants of patient refunds will be processed on the day at a Medicare office (daily cash limits apply)	100%	100%
	■ cheque payments for eligible patient refunds will be issued within 28 days of lodgements	91%	92%
	■ Claims Transmission System benefits claims will be paid to the pharmacy within 17 days	100%	97%
	■ written authority approvals will be provided within three working days from the date of receipt	97%	100%
	■ prescription pad orders will be dispatched within four weeks of receipt.	100%	100%
Veterans' Treatment Accounts	Medical claims will be reimbursed to medical practitioners with 28 days.	99%	99%
	Hospital claims will be reimbursed to hospitals within 28 days, unless otherwise contracted.	96%	99%
	Ancillary service claims will be paid to providers within 28 days, unless otherwise contracted.	99%	99%

Percentage of telephone enquiries answered by an operator within 30 seconds
(average across Australia)

Enquiry line	Performance 2003–04	Performance 2004–05
Australian Organ Donor Register	94%	96%
Australian Childhood Immunisation Register enquiry line and reports	92%	90%
Australian Childhood Immunisation Register internet enquiry line	94%	94%
Compensation	95%	93%
Department of Veterans' Affairs—Allied	98%	98%
Department of Veterans' Affairs—Hospital	99%	99%
Department of Veterans' Affairs—Medical	99%	99%
Medclaims	92%	88%
Improved Medicare Entitlement Program	92%	88%
Medicare Easyclaim	92%	93%
Medicare provider enquiries	94%	91%
Medicare public enquiries	91%	90%
Optometrist C T-F	93%	97%
Pharmaceutical Benefits Scheme authority approvals	89%	90%
Pharmaceutical Benefits Scheme general enquiries	95%	84%
Practice Incentives Program payments	99%	99%
Simplified billing	93%	91%
Telephone claiming	94%	91%

Source: Performance Measurement Framework *Service level and call volumes summary*.

Medicare office counter enquiry standards

Standard	Performance 2003–04*	Performance 2004–05~
We aim to keep waiting times below 10 minutes	100% of customers were served in under 10 minutes	98.77% of customers were served in under 10 minutes

* Based on 9,382 observations conducted in Medicare offices during 2003–04.

~ Based on 31,176 observations conducted in Medicare offices during 2004–05

Freedom of information standards

Standard	Performance 2003–04	Performance 2004–05
We will acknowledge your request under the <i>Freedom of Information Act 1982</i> within 14 days of receipt and respond within 30 days of receiving your request. If other parties need to be consulted, the law provides for another 30 days for a decision to be made.	Three requests were carried over and 15 requests were received in 2003–04. Of these, 12 decisions were made, 5 were withdrawn and 1 was carried through to 2004–05. All were acknowledged within 14 days of receipt. Of 12 decisions, 100% were responded to within the legislated timeframe.	One request was carried over and 21 requests were received in 2004–05. Of these, 18 decisions were made, three were withdrawn and one was carried over to 2005–06. All were acknowledged within 14 days of receipt. Of 18 decisions, 18 were responded to within the legislated timeframes.

Customer feedback, as recorded in our customer feedback register

Feedback type	Volume		Further detail for 2004–05
	2003–04	2004–05	
Suggestions	92	63	<p>74% of all suggestions were Medicare related. The top four suggestion categories were:</p> <ul style="list-style-type: none"> ■ Medicare—Public ■ Pharmaceutical Benefits ■ HIC—General ■ Medicare—Providers
Compliments	603	289	<p>76% of all compliments were Medicare related. The top four compliment categories were:</p> <ul style="list-style-type: none"> ■ Medicare—Public ■ Pharmaceutical Benefits ■ Medicare—provider ■ HIC—General
Complaints*	713	469	<p>77% of all complaints were Medicare related. The top four complaint categories were:</p> <ul style="list-style-type: none"> ■ Medicare—Public ■ Pharmaceutical Benefits ■ Medicare—Enrolments ■ HIC—General
Correspondence~			
We will respond to you as quickly as possible within 28 days. If we cannot meet the 28-day standard, within 14 days of receiving your query we will advise you of an expected reply date, and who to contact in the meantime.	11,874	13,542	98% of all correspondence was Medicare related.

* A complaint is entered onto the customer feedback register only if it is not satisfactorily resolved by either the staff member initially contacted by the customer or the staff member's supervisor.

~ We report on correspondence received and entered into the customer feedback register. However, this does not represent the total correspondence handled by the HIC and does not include professional registrations, objections and decisions.

Appendix F— Contact details

Office locations

National Office

134 Reed Street North
Greenway ACT 2900
Phone: (02) 6124 6333
Fax: (02) 6282 5025

Postal address:
PO Box 1001
TUGGERANONG DC
ACT 2901

State offices

New South Wales

150 George Street
Parramatta NSW 2150
Phone: (02) 9895 3333
Fax: (02) 9895 3082

Tasmania

242 Liverpool Street
Hobart TAS 7000
Phone: (03) 6125 5333
Fax: (03) 6125 5700

Queensland

444 Queen Street
Brisbane QLD 4000
Phone: (07) 3004 5333
Fax: (07) 3004 5410

Victoria

460 Bourke Street
Melbourne VIC 3000
Phone: (03) 9650 7333
Fax: (03) 9605 7980

South Australia

209 Greenhill Road
Eastwood SA 5063
Phone: (08) 8274 9333
Fax: (08) 8274 9371

Western Australia

11th Floor, Bankwest Tower
108 St Georges Terrace
Perth WA 6000
Phone: (08) 9214 8333
Fax: (08) 9214 8322

National telephone enquiry service and email contacts

People can contact the HIC through our national telephone service, using the numbers listed by subject area below. Calls to 1300 numbers cost 25 cents from anywhere within Australia and calls to 1800 numbers are free of charge. Calls from public pay phones or mobile phones may be charged at higher rates. Further information can be found on HIC's website at www.hic.gov.au.

Alternatively, people can contact the HIC about a range of matters through the internet, using the email addresses listed by subject area below.

Enquiry lines open 24 hours every day

Australian Childhood
Immunisation Register
enquiry line and reports
1800 653 809

Australian Childhood
Immunisation Register
internet enquiry line
1300 650 039

Australian Organ
Donor Register
1800 777 203

Australian Organ Donor
Register (Approved
Medical Practitioner)
1800 556 455

Customs Prescription
Drug Smuggling
1800 032 258

General Practice Immunisation
Incentives scheme enquiries
1800 246 101

Travelling with PBS
Medicine Enquiry Line
1800 020 613

Pharmaceutical Benefits
Scheme authority approvals
1800 888 333

Prescription Shopping
Information Service
1800 631 181

Public key infrastructure
customer service centre
1300 660 035

Telephone claiming
1300 360 460

Enquiry lines open during business hours

Aboriginal and Torres
Strait Islander access line
1800 556 955

Bali special health care
benefits hotline
1800 660 026

Compensation
13 21 27

Department of Veterans'
Affairs—allied services
1300 550 051

Department of Veterans'
Affairs—hospital services
1300 551 002

Department of Veterans'
Affairs—medical services
1300 550 017

Doctor-shopping hotline
1800 631 181

The 30% Rebate on Private
Health Insurance
13 62 21

Fraud hotline
1800 202 101

HIC Online
1800 700 199

Improved monitoring
of entitlements
1300 302 122

Medclaims
1300 788 008

Medical advisory line
1800 800 314

Medicare provider enquiries
13 21 50

Medicare public enquiries
13 20 11

National electronic data
interchange help desk
1300 550 115

Optometrical IVR
date-of-service check
1300 652 752

Pharmaceutical Benefits
Scheme general enquiries
13 22 90

Practice Incentive Program
payments
1800 222 032

Rural Retention Program
1800 010 550

Simplified billing
1300 130 043

Source-based audit
1800 675 235

TTY (Telephone Typewriter
for the hearing impaired)
1800 552 152

Email addresses for enquiries

Australian Childhood
Immunisation Register
acir@hic.gov.au

Australian Organ Donor Register aodr@hic.gov.au	HIC statistics hicstats@hic.gov.au	Simplified Billing— New South Wales nsw.simplified.billing@hic.gov.au
Compensation medicare@hic.gov.au	Incurred But Not Reported Indemnity Claims Scheme medical.indemnity. payments@hic.gov.au	Simplified Billing— Queensland qld.simplified.billing@hic.gov.au
Feedback reporting facility for providers and specialists provider.feedback@hic.gov.au	Medicare provider enquiries medicare.prov@hic.gov.au	Simplified Billing— South Australia sa.simplified.billing@hic.gov.au
General Practice Immunisation Incentives scheme gpil@hic.gov.au	Medicare public enquiries medicare@hic.gov.au	Simplified Billing— Tasmania tas.simplified.billing@hic.gov.au
GPMOU 90-day scheme 90daypay@hic.gov.au	Pathology pathology. section@hic.gov.au	Simplified Billing— Victoria vic.simplified.billing@hic.gov.au
Goods and services tax (GST) gst.enquiries@hic.gov.au	Pharmaceutical Benefits Scheme pbs@hic.gov.au	Simplified Billing— Western Australia wa.simplified.billing@hic.gov.au
HIC general enquiries hic.info@hic.gov.au	Practice Incentives Program pip@hic.gov.au	Software vendor account management sam@hic.gov.au
HIC Online hic.online@hic.gov.au	Premium Support Scheme pss@hic.gov.au	Software vendor help desk edihelp@hic.gov.au
HIC public affairs public.affairs@hic.gov.au	Program Review Division professional.review@hic.gov.au	Software vendor liaison edi.liaison@hic.gov.au
HIC public key infrastructure pki@hic.gov.au	Run-off Cover Scheme Support Payments rcssp@hic.gov.au	United Medical Protection Support Payment umpsp@hic.gov.au
HIC's service charter service. charter@hic.gov.au	Simplified Billing—national simplified.billing@hic.gov.au	Victorian EDI helpdesk vicedi@hic.gov.au

Glossary

06

AAT	Administrative Appeals Tribunal
ANAO	Australian National Audit Office
ARAS	Audit and Risk Assurance Services
CSO	customer service officer
DHS	Department of Human Services
DoFA	Department of Finance and Administration
DoHA	Department of Health and Ageing
DVA	Department of Veterans' Affairs
ECLIPSE	Electronic Claim Lodgement and Information Processing Environment
FaCS	Department of Family and Community Services
FAO	Family Assistance Office
GP	general practitioner
HECS	Higher Education Contribution Scheme
HeSA	Health eSignature Authority Pty Ltd
HIC	Health Insurance Commission
HIC Act	Health Insurance Commission Act 1973
HOSC Act	Health and Other Services (Compensation) Act 1995
IAP	Indigenous Access Program
IBNR	Incurred But Not Reported
MBS	Medicare Benefits Schedule
MDO	medical defence organisation

MPRC	Medicare participation review committee
out-of-hospital	Medical practitioner services eligible for Medicare rebate that are not provided in a public hospital
out-of-pocket	the difference between the Medicare benefit and what your doctor charges you.
PBS	Pharmaceutical Benefits Scheme
PIP	Practice Incentives Program
PSS	Premium Support Scheme
ROCS	Run-off Cover Scheme
ROCSSP	Run-off Cover Scheme Support Payment
RPBS	Repatriation Pharmaceutical Benefits Scheme
RRP	Rural Retention Program
THA	Tsunami Healthcare Assistance
UMP	United Medical Protection
UMPSP	United Medical Protection Support Payment

Alphabetical Index

06

A

- Aboriginal and Torres Strait Islander Access help service, 58
- Aboriginal and Torres Strait Islander Health Services, 87
toolkit for, 58
- Aboriginal people
access to PBS medicines, 87
employees, 64, 212
health research, 58
services for, 57–59, 78
- accountability; *see* corporate governance; management and accountability
- acronyms, 228–229
- Adalimumab, payments for, 81
- Advance Rural Skills Post, 101
- after-hours services, rebates for, 75–76
- Aged Care eBusiness project, 126–127
- agency
functions, 198–199, 206
purpose, 18
- Aging and Aged Care Programs, transfer of payment functions, 127
- allied health
initiative, 77
services claims, 33, 34, 96, 98, 107, 112, 122
- annual report
how to use, 1
2003–04, 34, 48, 50, 109
- anti-asthma drugs, compliance activities, 120
- appendices, 197–229
- appropriations, direct, 34, 50; *see also* financial statements; funding arrangements
- Asian Development Bank, 128
- Audit and Risk Assurance Plan, 49
- Audit and Risk Assurance Services Branch, 22, 23
oversight by Board Audit Committee, 42, 48
- Audit Committee, 38, 42, 48
- audits
Australian National Audit Office, 142–143
compliance, 116–117
health fund entities, 110, 122–123
medical indemnity, 123
post-payment, 45, 117
Practice Incentives Program, 122
30% Rebate on Private Health Insurance, 110, 122–123; *see also* risk management
- AusAID, 128, 130
- Australian Childhood Immunisation Register, 27, 29, 124, 136, 198
aims, 91
education and promotion, 93
key business results, 92
ongoing challenges, 93
performance summary, 29
use, 91–92
- Australian College of Rural and Remote Medicine, 102
- Australian Community Pharmacy Authority, 84
- Australian Council on Healthcare Standards, 133
- Australian Health Care Agreements, 87
- Australian health financing model, 129
- Australian Hearing Services, 12, 19, 198; *see also* Hearing Services Program

- Australian National Audit Office, 43
 independent audit report, 142–143
 recommendations on financial management, 48
- Australian Organ Donor Awareness Week, 90
- Australian Organ Donor Register, 27, 137, 198
 education and promotion, 13, 90
 key business results, 89
 performance summary, 29
 website, 90
- Australian Pharmaceutical Advisory Council, 88
- Australian Practice Managers Association, 125
- Australian Public Service Commission, 26, 64
- Australian Taxation Office
 partnerships with, 27, 34
- Australian Workplace Agreements, 61
- authority medication restrictions, 120
- authority prescriptions, supply approvals, 81, 84–85, 122
- Azerbaijan
 Health Expenditure Analysis Study, 130
 Health Financing Study, 130–131
- B**
- Bali bombing, assistance for victims, 77, 198; *see also* Balimed
- Balimed, 27, 77
 performance summary, 32
- beneficiaries, Pharmaceutical Benefits Scheme, 81–82
- benefits; *see* Medicare benefits; Pharmaceutical Benefits
- Better Enforcement of PBS Restrictions*, 119, 120
- Better Practice Guide for Public Sector Governance (ANAO publication), 43
- Bid Team, 138
- Blue Interim Medicare Card, 75
- Board of Commissioners, 8, 9, 22
 constitution of, 199
 meeting attendance, 41, 42, 43
 members, 39–41
 role and responsibilities, 38
- Board of Directors, HeSA, 23
- Bosnia, 128, 131–132
- Bosnia and Herzegovina
 Health Insurance Project, 131–132
 Rationalisation of Service Provision Project, 131
- botulinum toxins, payments for, 81
- Bowel Cancer Screening Pilot Program, 27, 109
 Register, 109
- Broadband for Health, 78
- Bulgarian National Health Insurance Fund, 129–130
- Bulletin Board (publication), 27, 83, 84
- bulk-billing, incentives, 75–76
- business continuity plan, 44
- Business Implementation and Support Division, 22
- business results, program; *see* key business results
- business service agreements, 33, 34, 107
- business system support, 21

C

- cards, Medicare, types of, 74–75
- Case Managers Conference, OHS, 65
- Central Payments System (Rural Retention Program), 99, 100
- Centrelink, 8, 12, 19, 26, 27, 82
 - concessional entitlement validation, 83–84
 - partnerships with, 27, 34, 58–59
- Certified Agreement 2003–2005, 61, 63
- Chairman, 38
 - financial statement, 144
 - report, 8–9
- Channel Support Branch, 21
- charter
 - corporate governance, 38
 - service, 54–55, 217–224
- Charter of Public Service in a Culturally Diverse Society, 60
- Chief Finance Officer, 48
- Child Care Benefit, 91, 105
- Child Support Agency, 12, 19
 - Childhood Immunisation Register; see Australian Childhood Immunisation Register
 - China, 128, 129
 - Rural Health Analytical Advisory Activities, 131
 - cholesterol lowering medicines, compliance activities, 120
 - chronically ill, access to Medicare rebates, 77
 - citizens, Medicare eligibility, 73, 74
 - claims, 18
 - allied health services 33, 34, 96, 98, 107, 112, 122
 - Balimed, 77
 - Comcare, 65
 - compensation-related, 103
 - compliance audits, 117–118
 - electronic lodging of, 73, 124–125
 - facilities for lodging, 73, 78–80, 124–125
 - hearing services, 31, 106
 - in-hospital services, 125–126
 - Indigenous communities, 58, 59
 - medical indemnity, 110–114, 123
 - Pharmaceutical Benefits Scheme, 29, 81–84, 121, 140
 - processing standards, 218–222
 - statistics, 28, 29, 31, 32, 47, 70–72, 82, 125
 - 30% rebate, 110, 122–123
 - Tsunami Healthcare Assistance, 78
 - Veterans' treatment accounts, 33, 34, 107; see also Medicare benefits; payments
 - Claims Transmission System, for PBS, 84
 - Clare v. Health Insurance Commission*, 202
 - classifications, employee, 210–213
 - Code of Conduct, 49; see also ethical standards
 - collaboration
 - interdepartmental, 83–84, 89, 110, 126–127
 - international, 128–132
 - universities, 133; see also partnerships
 - College of Rural and Remote Medicine, Australian, 102
 - colostomy supplies, payments for, 81

- combination vaccines, introduction of, 93
- Comcare, 65–67
 - Health and Safety
 - Rehabilitation Targets, 66
- Commissioners; see Board of Commissioners
- committees
 - Audit, 38, 42, 48
 - Fraud and Service Audit, 38, 42
 - management, 38, 42–43
 - Medicare participation review, 118
 - Stakeholder Advisory, 56
 - subcommittees, 43, 50
- Commonwealth Authorities and Companies Act 1997*, 8, 38, 49, 50, 199
- Commonwealth Director of Public Prosecutions, 45
- Commonwealth Disability Strategy, 56–57
- Commonwealth Ombudsman, 203
- Commonwealth Protective Security Manual, 51
- Commonwealth Seniors Health Card holders, PBS entitlements, 82
- community languages, information kits, 60
- community pharmacies; see pharmacies
- Community Pharmacy Agreement, Third, 85–87
- Community Pharmacy Authority, Australian, 84
- Compensation Recovery Program, 27, 198
 - aim, 103
 - key business results, 103
 - performance summary, 30
- complaints, customer, 224
- compliance activities, restricted medicines, 120
- compliance audits, 117–118; see also risk management
- compliance index, 15–16
- compliance promotion, 27, 45; see also education and promotion
- compliments, customer, 224
- Computer security self-assessment and guidelines for community pharmacies (checklist)*, 78
- concessional entitlements, 81–82
 - validation of, 83–84
- concessional thresholds, Medicare, 73
- consultancies, external, 52, 214–216
- Consultancy Branch
 - key business results, 128
 - projects, 128–133
- consultation, stakeholder, 26, 54–59, 114, 116, 125
- Consumer Communication Group, 56
- consumers
 - consultation with, 54–59, 114, 116, 125
 - feedback, 13, 46–47, 54, 79, 124, 130, 224
- contact details
 - agency, 225–228
 - Freedom of Information, 208
- contracts, consultancies, 52, 214–216
- core skills training, 61, 62
- corporate governance, 38–44
 - Government review of, 13, 26, 38

- Corporate Governance Charter, 38
 - Corporate Management Committee, 43
 - Corporate Risk Management plan, 48–49
 - cost-saving measures, PBS, 119–122
 - Council on Healthcare Standards, Australian, 133
 - counter enquiries, standards, 223
 - courses, development of, 132–133
 - Cox-2 inhibitors, compliance activities, 120
 - Crisis Plan, 44
 - CRS Australia, 12, 19
 - cultural diversity, 60
 - culturally appropriate services, 57–59
 - culture, agency, 26, 48, 61, 65
 - customer feedback, 13, 46–47, 54, 79, 124, 130, 224
 - Customer Relationship Management Project, 138
 - customer service delivery; *see* service delivery
 - Customer Service Officer Learning Framework, 55
 - customer service officers, 21
 - training, 55, 61, 62–63
 - Customer Service subcommittee, 43
 - Customer Service Support Branch, 21
 - Czech Republic, 128
- D**
- data
 - analysis, 45, 118, 119
 - quality management, 22, 49, 138
 - security, 51, 127, 139
 - DeafSA, 57
 - delegations
 - administrative, 199
 - international, 128
 - dental care initiative, 77
 - Department of Employment and Workplace Relations, consultation with, 26
 - Department of Family and Community Services, 33, partnership with, 27, 34
 - Department of Finance and Administration
 - consultation with, 26
 - review of funding, 2003, 34, 50
 - Department of Health and Ageing
 - collaboration with, 83–84, 89, 110, 126–127
 - programs administered for, 27
 - responsibilities of, 81, 96, 99, 102, 103, 106
 - risk management report, 122
 - subsidisation of Broadband for Health initiative, 78
 - Department of Human Services, 23, 33, 39
 - agencies in, 12, 19, 20
 - consultation with, 26
 - establishment of, 8, 12, 18
 - Indigenous programs, 58–59
 - Strategic Partnership Agreement with, 33, 122
 - Department of Human Services of Victoria, 128
 - Department of Veterans' Affairs, 82, 198
 - authority processing system, 88

- concessional entitlement validation, 83–84
- Pharmaceutical Approvals Centre, 88
- programs administered for, 27, 34, 81
- service level agreement with, 33, 34, 107; *see also* Veterans' treatment accounts; Repatriation Pharmaceutical Benefits Scheme
- deregistration, Health eSignature Authority Pty Ltd, 139
- Developing a National Health Information Strategy (training course), 133
- Developing Health Care Information Standards and Electronic Records (training course), 133
- Development and Pilot-Testing of New Provider Payment Mechanisms, Bosnia and Herzegovina, 132
- Development and Strategy Division, 22
- digital certificates, take-up, 139
- direct appropriation funding model, 34
- Director of Professional Services Review, 115, 116
- Director of Public Prosecutions, 45
- Directors, Board of, HeSA, 23
- Disability Strategy, Commonwealth, 56–57
- disabled people
 - employees, 213
 - services for, 56–57, 106
- discharged patients, PBS medicines for, 88
- dissolution, of Health Insurance Commission, 8, 13, 26, 38; *see also* Medicare Australia
- distance learning network, 133
- Doctors' Communication Group, 56
- documents, access to, *see* freedom of information
- 'double dipping', prevention of, 103
- Drug and Food Authority, Jordanian, 130
- drug companies, payments to, 81
- E**
- Early Intervention and Return to Work Program, Comcare, 65
- Easyclaim, 12, 80
- eBusiness solutions, 139, 140
 - Aging and Aged Care payments, 126–127
 - hospital claims, 125–126; *see also* ECLIPSE; HIC Online; PBS Online
- eBusiness subcommittee, 43
- ECLIPSE, 108, 125–126
- education and promotion
 - Australian Childhood Immunisation Register, 93
 - Australian Organ Donor Register, 13, 90
 - Bowel Cancer Screening Pilot Program, 109
 - General Practice Immunisation Incentives Program, 95
 - HIC Online, 124–125
 - medical indemnity, 114
 - Medicare, 73
 - Pharmaceutical Benefits Scheme, 83
 - Practice Incentives Program, 97
 - restricted PBS medicines, 120
 - stakeholders, 27, 45

- Effective Health Financing (training course), 133
- Egypt, 129
- eLearning, 62
- Electronic Claim Lodgement and Information Processing (ECLIPSE), 108, 125–126
- electronic lodgements, claims; see eBusiness solutions; ECLIPSE; HIC Online; PBS Online
- eligibility
 - compensation, 103
 - Family Assistance Office payments, 105
 - magnetic resonance imaging, 202–203
 - Medicare, 70, 73–75
 - Pharmaceutical Benefits Scheme, 81–82, 83–84; see also Medicare benefits
- email contacts, agency, 226–227
- employee statistics, 209–213
- employment conditions, impact of *Medicare Australia Act 1973* on, 26
- Enhanced Authority*, 119, 120
- enquiry service standards, 222–223
- enrolments, Medicare, 58, 59, 71, 74
- environmental sustainability, 53
- Equity and Diversity
 - Charter, 64
 - newsletter, 66
 - Plan 2004–2007, 64
- Etanercept, payments for, 81
- ethical standards, 49
 - Commissioners, 38, 49
- ex gratia payments, 198
- Exceptional Claims Scheme, 111, 113
- Executive Director, 38, 210, 211, 213
- Executive, Senior, 21, 22
- exempt documents, Freedom of Information Act, 206–207
- expenditure
 - consultancies, 52, 214–216
 - Medicare, 28, 70–72
 - Pharmaceutical Benefits Scheme, 29, 82, 87; see also financial statements
- external scrutiny, 48–49; see also Australian National Audit Office, judicial decisions and review; litigation; Ombudsman
- F
- Family Assistance Office services, 8, 12, 14, 27, 33, 34, 198
 - key business results, 105
 - performance summary, 31
- Family Tax Benefits, 73, 105
- Federal Budget funding, 83, 99, 104, 119, 125
- feedback
 - stakeholder, 13, 46–47, 54, 79, 124, 130, 224
- fee-for-service payments, visiting medical practitioners, 35, 108
- female staff, 209, 211–213
- fertility drugs, payments for, 81
- field trips, staff, 59
- Finance subcommittee, 43, 50
- financial management, 21, 47, 50
- impact of *Medicare Australia Act 1973* on, 26
 - transitional arrangements, 49
- Financial Management and Accountability Act 1997*, 26, 49, 50
- Financial Management Division, 21

- financial statements, 141–196
- Finland, reciprocal health arrangements, 74
- Flexible Payments System (Rural Retention Program), 99–100
- Forum (publication), 27
- frail people, services for, 56
- Fraud and Service Audit Committee, 38, 42
- fraud control, 22, 27, 45
internal, 48; *see also* audits; investigations
- freedom of information, 206–208
statistics, 208
- Freedom of Information Act 1982*, 51
- functions, agency, 198–199, 206
- funding arrangements, 34–35
Federal Budget, 83, 99, 104, 119, 125
review of, 34, 50; *see also* financial statements
- G**
- gap safety net, 73; *see also* safety net
- Gaza, 128, 129, 131
- gender, staff, 209, 211–213
- General Practice Immunisation Incentives Program, 27, 198
aim, 94
cost, 95
education and promotion, 95
enquiry line, 95
key business results, 94
participation in, 95
payments and information, 94–95
- General Practice Registrars' Rural Incentive Payments Scheme, 27, 198
eligibility for, 101
key business results, 101
performance summary, 30
- general practitioners, support for rural practices, 101, 102
- General Training Pathway, 101
- generic health financing model, 129
- Global Development Learning Network, 133
- glossary, 228–229
- Governance and Corporate Services Division, 21
- governance, corporate; *see* corporate governance
- Government agencies, partnerships with, 18, 27, 33, 34, 58–59, 122
- GPARIA index, 99
- GPII enquiry line, 95
- Green Medicare Card, 74–75
- Green Medicare Smartcard (Tasmania), 75, 126
- Guide to workstation setup* (brochure), 67
- H**
- Harvard Manage Mentor Plus, 61, 62
- hazards, reporting system, 66; *see also* occupational health and safety
- Health and Ageing Portfolio, 34, 50; *see also* Department of Health and Ageing
- Health and Other Services (Compensation) Act 1995*, 103, 198
- health and safety incidents, employees, 205; *see also* occupational health and safety
- Health Care Agreements, Australian, 87

- Health Care Card holders, PBS entitlements, 82
- Health Department of Western Australia, 35, 108; *see also* Visiting Medical Practitioner Program
- Health eSignature Authority Pty Ltd, 23
 - deregistration, 139
 - key business results, 139–140
 - liability insurance cover, 43
 - transfer of authority functions, 139
- Health Expenditure Analysis Study, Azerbaijan, 130
- health financing model, 129
- Health Financing Study, Azerbaijan, 130–131
- Health Fund Premium Reduction Scheme, audit of, 110
- Health Information Standards Project, Bulgaria, 129–130
- Health Insurance Act 1973*, 45, 51, 59, 115, 198, 199, 209
- Health Insurance Commission, dissolution of, 8, 13, 26, 38; *see also* Medicare Australia
- Health Insurance Commission Act 1973*, 18, 26, 38, 45, 49, 198, 199
- Health Insurance Project, Bosnia and Herzegovina, 131–132
- Health Investment Fund, Moldova, 132
- Health Legislation (Powers of Investigation) Amendment Act 1994*, 199
- health professionals, partnerships with, 18
- health research, Indigenous, 58
- Health Sector Reimbursement Systems Project, Slovenia, 131
- health service information, collection of, 59
- Health Services Australia Limited, 12, 19
- hearing impaired people, services for, 56–57, 106
- Hearing Services Program, 27
 - key business results, 106
 - performance summary, 31; *see also* Australian Hearing Services
- HECS Reimbursement Scheme; *see* Higher Education Contribution Scheme Reimbursement Scheme
- Herceptin, payments for, 81
- Herzegovina, 128, 131–132
- HIC Online, 27, 72–73, 108, 136, 139, 140
 - advantages of, 124
 - education and promotion, 124–125
 - key business results, 72, 125
 - performance summary, 28
- HIC Special Assistance system, 77
- HIC Toolkit, 58
- High Cost Claims Scheme, 111, 112–113, 198
- Higher Education Contribution Scheme Reimbursement Scheme, 27, 104
 - key business results, 104
 - performance summary, 30
- Highly Specialised Drugs Program, payments for, 81
- hormones, payments for, 81
- hospitals
 - approval to supply PBS medicines, 85

- claims processing for services, 33, 34, 125–126
 - pharmaceutical reforms in, 87–88
 - How to save money on medicines* (brochure), 83
 - human resources management, 21; *see also* employees; training and development; staff
 - Human Services Legislation Amendment Bill 2005, 26, 139
- I**
- IBRS Health Check, 136
 - ileostomy supplies, payments for, 81
 - immunisation
 - incentives for, 91, 94–95
 - Indigenous children, 59
 - infrastructure, funding, 95
 - rebates for, 76; *see also* Australian Childhood Immunisation Register; General Practice Immunisation Incentives Program; Maternity Immunisation Allowance
 - impacts of *Medicare Australia Act 1973*, 26
 - Improved Data Analysis and Compliance Activities*, 119
 - Improving the Use of Cholesterol Lowering Medicines on the PBS*, 119, 120
 - incentive payments
 - immunisation, 91, 94–95
 - medical services in rural and remote areas, 99–100
 - pharmacies, 78, 85–87, 97
 - practice, 96–98
 - rural training, 101, 104
 - incidents, health and safety, employee, 205; *see also* occupational health and safety
 - Incurred But Not Reported Indemnity Claims Scheme, 111, 112, 198
 - performance summary, 31
 - risk management, 123
 - independent audit report, ANAO, 142–143
 - Indigenous Access Program, 57–59
 - Indigenous Graduate Recruitment Program, 64
 - Indigenous people
 - access to PBS medicines, 87
 - employees, 64, 212
 - health research, 58
 - services for, 57–59, 78
 - Indigenous Recruitment and Retention Strategy, 64
 - Induction program, national, 61, 62
 - information access, limitations on, 51; *see also* freedom of information
 - Information and Payments Services Division, 21
 - information services and systems, 124–127
 - development of, 22
 - Health Department of Western Australia, 35, 108
 - for people with disabilities, 56–57
 - for stakeholders, 27, 45; *see also* education and promotion
 - Information Technology Services Division, 22
 - achievements, 136–137
 - outlook, 138
 - purpose, 135
 - Reorganisation Project, 138
 - restructure, 137–138
 - Infrastructure Development for Strengthening and Restructuring of Health Services Financial Management Project, Turkey, 132

in-hospital services, claims processing, 28, 125–126; *see also* hospitals

injuries, work-related, employee, 65–67; *see also* occupational health and safety

Injury Management Scorecard, Comcare, 65

inquiries; *see* enquiries

instruments of delegation, 199

insurance, liability, 43; *see also* medical indemnity

Insured Schedule of Cover, 43

Interagency Job Placement Program, Comcare, 65

interim Medicare card, 75

internal and external scrutiny, 48–49; *see also* audits; Australian National Audit Office, fraud control; judicial decisions and review; litigation; Ombudsman

internal governance; *see* corporate governance

International Customer Service Standard, 55

international
consultancies, 128–133
delegations, 128

International Monetary Fund, 128

interpreter services, 60

intranet
Health Department of Western Australia, 35, 108
information on, 49, 65, 66, 134

investigations, powers of, 45, 199–201

Investigators Adviser, National, 45

in-vitro fertilisation hormones, payments for, 81

Ireland, reciprocal health arrangements, 74

Italy, reciprocal health arrangements, 74

J

Japan, 128

job satisfaction, staff, 61

Jordan Policy Studies of the Pharmaceutical Sector, 130

judicial decision and reviews, 202–203

K

key business results

Australian Childhood Immunisation Register, 92
Compensation Recovery Program, 103
Family Assistance Office, 105
General Practice Immunisation Incentives Program, 94
General Practice Registrars' Rural Incentive Payments Scheme, 101
Health eSignature Authority Pty Ltd, 139–140
Hearing Services Program, 106
HIC Online, 72, 125
Higher Education Contribution Scheme Reimbursement Scheme, 104
Medical indemnity, 111, 112, 114
Medicare, 70–72
Pharmaceutical Benefits Scheme, 82
Practice Incentives Program, 97
Rural Retention Program, 100
30% Rebate on Private Health Insurance, 110

Veterans' treatment accounts, 107
 Visiting Medical Practitioners' Program, 108; *see also* financial statements; performance

Knowing the Business frontline program, 61, 62

L

Leadership for Change strategy, 61–62

Leadership Summit, 13, 62

learning and development, staff, 48, 55, 59, 61–63, 134
 evaluation strategy, 61, 63

legal services, 21

legislative framework, 33; *see also* names of specific Acts

letter of transmittal, 8–9

liability insurance, 43; *see also* medical indemnity

liaison officers
 Indigenous Access Program, 57–58
 Parliamentary, 12, 56

lipid lowering agents, compliance activities, 120

litigation, 202–203

Local Liaison Officer Initiative, 12, 56

location
 agency offices, 225
 employees, 210–213

M

magnetic resonance imaging eligibility litigation, 202

Malaysia, 128

male staff, 209, 211–213

Malta, reciprocal health arrangements, 74

management and accountability, 38–67

(Managing Change) Certified Agreement 2003–2005, 61, 63

Managing Director, 8, 38
 appointment, 199
 delegations, 199
 financial statement, 144
 review, 12–14

marketing, 21

Maternity Immunisation Allowance, 91, 105

Maternity Payment, 105

Maximising Health Benefits from Drug Expenditures (training course), 133

Medibank, responsibility for administering, 18

medical defence organisations, 112, 123

Medical Indemnity (Consequential Amendment) Act 2002, 198

Medical Indemnity (Enhanced UMP Indemnity) Contribution Act 2002, 198

Medical Indemnity (IBNR) Contribution Act 2002, 198

Medical Indemnity Act 2002, 198

medical indemnity, 27, 198
 education and promotion, 114
 Exceptional Claims Scheme, 113
 High Cost Claims Scheme, 111, 112–113
 Incurred But Not Reported Indemnity Claims Scheme, 111, 112
 key business results, 111, 112, 114
 performance summary, 31–32
 Premium Support Scheme, 111, 113

- Run-Off Cover Scheme, 111, 113–114
 Subsidy Scheme, 113
 United Medical Protection Support Payments 111, 112
- medical practitioners
 approval to supply PBS medicines, 81, 85
 satisfaction with services, 54
- Medicare, 27, 34
 allied health and dental care initiative, 77
 card types, 74–75
 compliance monitoring, 45, 117–118
 Easyclaim, 12, 80
 education and promotion, 73
 eligibility, 70, 73–75
 enrolment services, 58, 59
 expenditure, 28, 70–72
 HIC Online, 71–72
 information systems support, 136
 key business results, 70–72
 office network, 12, 78–79
 performance summary, 28
 safety nets, 73
 special assistance, 77–78
 strengthening of, 75–76, 99;
see also Medicare benefits
- Medicare Australia, 139,
 establishment of, 1, 8, 9,
 13, 26, 38
 transition to, 14, 26; *see also*
 transition management
- Medicare Australia Act 1973*, 26
- Medicare benefits, 70, 75
 access to, 74–75
 allied health professionals, 77
 claiming, 80; *see also* HIC
 Online; ECLIPSE
 compliance with Schedule
 fee, 117
 directions on payment of, 59
 practice nurse services,
 75, 76
 prevention of ‘double
 dipping’, 103
 repayment of, 116–117
 Schedule, 22, 73, 117
 total payments, 70–72; *see also*
 claims; payments
- Medicare participation review
 committees, 118
- Medicare Smartcard, 75, 126
- Medtest Pty Ltd v. Medicare
 Participation Review
 Committee*, 203
- Members of Parliament, liaison
 services, 56
- men staff, 209, 211–213
- Meningococcal C Vaccination
 Program, 93
- migrants, Medicare eligibility, 74
- Minding Your Business
 (video), 134
- Minister for Health and Ageing,
 115, 118, 122, 199
 directions on payment of
 Medicare benefits, 59
- Minister for Human Services,
 8, 13, 14, 18, 20, 23, 26, 34,
 62, 199
- ministerial directions, 59, 199
- Moldova, Republic of, 128, 129
 Health Investment Fund, 132
- Monash University, 120
- More doctors, better health
 services* (health strategy), 104
- ## N
- National Aboriginal
 Community Controlled
 Health Organisation, 58
- National Health
 (Pharmaceutical Benefits)
 Regulations 1960, 121
- National Health Act 1953*, 45,
 51, 81, 84, 87, 122
 confidentiality provisions, 204
- National Health Information
 Standards Project in Bulgaria,
 129–130
- National Immunisation
 Program, 92; *see also*
 Australian Childhood
 Immunisation Register

- National Induction program, 61, 62
- National Investigators Adviser, 45
- National Learning and Development Evaluation strategy, 61, 63
- National Medicare compliance projects, 118
- National Meningococcal C Vaccination Program, 93
- National Office, 21–23, 57, 62, 65
restructure, 23
- National Pneumococcal Program, 92, 93
- National Privacy and Security Training Module, 134
- national varicella program, 93
- Netherlands, The, reciprocal health arrangements, 74
- New Zealand
citizens, Medicare eligibility, 73
reciprocal health arrangements, 74
- News Update (information sheet), 97
- newsletters, staff, 66
- non-English speaking background employees, 211
- North Korea, 128
- Norway, reciprocal health arrangements, 74
- notification of general policy of government, 199
- nursing home benefits, 103
- O**
- Occupational Health and Safety (Commonwealth Employment) Act 1991*, 65, 204
- occupational health and safety, 65–67
report, 204–205
- Occupational rehabilitation* (brochure), 67
- Office for Aboriginal and Torres Strait Islander Health, 57
- Office of Hearing Services, 27, 106; *see also* Hearing Services Program
- Office of the Commission Secretary, 22
- offices
agency, 21–23, 225
Medicare, 12, 56–57, 78–79
- Ombudsman, 203
- online health business solutions, 22; *see also* eBusiness; ECLIPSE, HIC Online; PBS Online
- Operations Branch, 137
- Oreb v. Willcock and ors*, 202
- Organ Donor Awareness Week, 90
- Organ Donor Register; *see* Australian Organ Donor Register
- organisational structure, 23, 24–25, 206
- ostomy supplies, payments for, 81
- Outcome Payment, 95
- outlook
agency, 14
Information Technology Services Division, 138
- outpatients, access to PBS medicines, 88
- Output Pricing Agreement, 33

outreach services, for
Indigenous people, 59

overseas drug diversion
project, 121

P

Palestinian Pension Agency,
12, 56

pap smears, rebates for, 76

Parliamentary Section, 22

partnerships, 18, 27, 33, 34,
58–59, 122

payments, 21

Australian Childhood
Immunisation Register,
29, 92

Community Pharmacy
Agreement, 29, 85–87
drug companies, 81

Family Assistance
Allowances, 105

General Practice
Immunisation Incentives
Program, 94–95

General Practice Registrars'
Rural Incentive Payments
Scheme, 30,

Hearing Services Program,
31, 106

Higher Education

Contribution

Reimbursement Scheme,
30, 104

pharmacy incentives, 78,
85–87, 97

Practice Incentives

Program, 30, 96–97, 122

Reimbursement Scheme, 104

Rural Retention Program,
30, 99–100

to immunisation providers,
92, 94–95

private health insurance
rebate registrations, 110

processing standards,
218–222

Training for Rural and
Remote Procedural
GPs Program, 102; *see*
also claims

PBS Online, 136, 140
pilot, 82–84

peer review, of health
professionals, 115

Pension Agency, Palestinian, 131

Pensioner Concession Card
holders, PBS entitlements, 82

people with a disability
employees, 216
services for, 56–57

performance

reports, 70–140

review of reporting, 46

scorecard, 46–47

summary, 28–32; *see also*
financial statements; key
business results

Performance Support
Agreements, 46, 62

permanent residents, Medicare
eligibility, 73, 75

Pharmaceutical Advisory
Council, Australian, 88

Pharmaceutical Benefits
Advisory Committee, 84

Pharmaceutical Benefits
Scheme, 27, 198

authority prescriptions,
approvals, 81, 84–85, 122

claim processing system, 84

Community Pharmacy
Agreement, 85–87

compliance monitoring, 45

education and promotion, 83

entitlements, 81–82, 83–84

expenditure, 29, 82, 87

Indigenous people's
access to, 87

interpretation of
schedules, 22

key business results, 82

performance summary, 29

- PBS Online, 82–84, 136, 140
- reforms in public hospitals, 87
- risk management, 119–121
- Repatriation Pharmaceutical Benefits, 88
- responsibilities for, 81
- safety net, 81, 82, 121
- pharmaceutical companies, payments to, 81
- pharmaceutical sector, Jordanian, 130
- pharmacies, 78
 - approvals to supply authority medicines, 81, 84–85, 122
 - claims processing, 81
 - compliance reviews, 121
 - computer security guidelines, 78
 - incentives for rural and remote services, 78, 85–87, 97
 - satisfaction with services, 54; *see also* Community Pharmacy Agreement; Community Pharmacy Authority
- Pharmacists' Communication Group, 56
- Pharmacy Guild of Australia, 85
- PhilHealth, 130
- Philippines, 128
 - Health Insurance Corporation, 130
- PIP enquiry line, 97
- Planning and Optimisation Branch, 137
- Pneumococcal Program, 92, 93
- post-payment audits, 45, 117
- powers of investigation, 45, 199–201
- Practice Incentives Program, 27, 198
 - accreditation requirements, 97
 - education and promotion, 97
 - enquiry line, 97
 - key business results, 97
 - payment types, 96–97
 - performance summary, 30
 - risk management, 122
 - services provided under, 98
- Practice Managers Association, Australian, 125
- practice nurses' services, rebates for, 75, 76, 96, 98, 122
- Premium Support Scheme, 111, 113
- performance summary, 32
- prescription medicines, cost subsidisation; *see* Pharmaceutical Benefits Scheme
- Prescription Shopping Information Service, 120–121
 - Prescription Shopping Project*, 119, 120–121, 198
- PriMeD website, 120
 - Privacy Act 1988*, 51, 204
- Privacy and Security Training Module, National, 134
- Privacy Branch, 134
- Privacy Commissioner, guidelines on data matching and storage, 51, 204
- Privacy Training Kit, 134
- privacy, protection of, 22, 51, 124, 204
- private health bodies
 - audits of, 110, 122–123
 - partnerships with, 18
- Private Health Industry Advisory Council collaboration on private health insurance rebate, 110
 - Private Health Insurance Incentives Act, 1998*, 198

Process Improvement and Automation Project, 138

procurement services, 21

Professional Services Review Process Enhancement Project, 115–116

Professional Services Review Scheme, 115
litigation, 202

program integrity and assurance, 27, 45, 49; *see also* risk management

program performance, 70–140; *see also* financial statements; key business results

Program Review Division, 22
oversight by Board Fraud and Service Audit Committee, 42

program risk management; *see* risk management

property services, 21

prosecutions, 201

Protective Security Manual, Commonwealth, 51

proton pump inhibitors, compliance activities, 120

provider payment mechanisms project (Bosnia and Herzegovina), 132

public affairs activities, 21

public hospitals, pharmaceutical reforms in, 87–88

Public Service Act 1999, 26

Public Service Commission, 26, 64

public, partnerships with, 18

publications, for service providers, 27, 83, 93

purchasing services, 21

purpose, agency, 18

Q

Quality Assurance in Health (training course), 133

queuing system trial, Medicare, 79

R

random audits, 117–118; *see also* audits

Rationalisation of Service Provision Project, Bosnia and Herzegovina, 131

rebates; *see* claims; Medicare benefits

reciprocal health care agreements, 74, 75

Reduction in PBS Risk, 119

Registration Authority function

transfer to Medicare Australia, 139

remote areas; *see* rural and remote areas

Remuneration Committee, HIC, 42, 43

remuneration, Board of Commissioners, 38

Repatriation Pharmaceutical Benefits Scheme, 27, 81
performance summary, 29
processing system, 88

reports required by legislation, 198–205

Republic of Moldova, 128, 129
Health Investment Fund, 132

residential care subsidies, 103

responsible minister, 26, 199; *see also* Minister for Health and Ageing; Minister for Human Services

restricted PBS medicines, 120

- restructure
 - Information Technology Services Division, 137–138
 - National Office, 23
 - Restructuring of Health Services Financial Management Project, Turkey, 132
 - Results through People program, 61–62
 - return-to-work case management, 65; *see also* occupational health and safety
 - revenue
 - appropriated, 34, 50
 - consultancies, 128
 - estimates, 34, 50
 - Run-Off Cover Scheme, 111, 113–114
 - United Medical Protection Support Payments, 111; *see also* Federal Budget funding; financial statements
 - Review of Corporate Governance of Statutory Authorities and Office Holders, 13, 26, 38
 - reviews
 - funding arrangements, 34, 50
 - governance arrangements, internal, 26, 43
 - information technology systems, 136
 - performance reporting framework, 46
 - Service Charter, 54–55
 - revocation of PBS supply approvals, 84, 122
 - risk management, 115–123
 - health payments and activities, 122–123
 - medical indemnity, 123
 - occupational health and safety, 67
 - plans, corporate, 48–49
 - Pharmaceutical Benefits Scheme, 121
 - Practice Incentives Program, 122
 - 30% Rebate on Private Health Insurance, 110, 122–123; *see also* audits
 - Rogers and Prior v. Secretary, Department of Health and Ageing*, 203
 - Romania, 129
 - Royal Australian College of General Practitioners, 102
 - Standards for General Practices, 96
 - Run-Off Cover Scheme, 111, 113–114
 - Support Payment Scheme, 113–114
 - rural and remote areas
 - approvals to supply PBS medicines, 85, 87
 - health service payments in, 75, 76, 96, 97
 - pharmacy incentives, 85, 87, 97
 - practice incentives, 99–100, 101, 104, 198
 - training programs for doctors in, 27, 101, 102
 - use of Centrelink facilities in, 59
 - Rural Health Analytical Advisory Activities, China, 131
 - Rural Retention Program, 27, 198
 - aims, 99
 - key business results, 100
 - participation in, 100
 - performance summary, 30
 - Rural Training Pathway, 101
- ## S
- safety incidents, employees, 204; *see also* occupational health and safety
 - Safety Management Unit, 65, 66
 - safety net
 - Medicare, 73
 - Pharmaceutical Benefits Scheme, 81, 82, 121

- SafetyMap audit, 67
- satisfaction
 - staff, 61
 - stakeholder, 46–47, 54, 79, 124, 130, 224
- Saudi Arabia, 129, 130
- savings, Pharmaceutical Benefits Scheme, 119
- scorecard
 - injury management, 65
 - performance, 46–47
- secrecy provisions and privacy legislation, 204
- Secretary, Commission, 22
- Secretary of the Department of Health and Ageing, 122, 199
- Secretary of the Department of Human Resources, 13, 62
 - reporting arrangements, 13, 26, 38
- security services, 21
- security and privacy training module, 134
- selective serotonin re-uptake inhibitors, compliance activities, 120
- senators, liaison services for, 55
- Senior Executive Service, 61
- Seniors Health Card holders, PBS entitlements, 82
- serotonin re-uptake inhibitors, compliance activities, 120
- Service Charter, 54–55, 217–224
- service delivery
 - administration of, 21
 - enhancement of, 54
 - standards, 12, 49, 218–222
 - transitional arrangements, 26
- Service Incentive Payments, 95
- service level agreements, 33, 34
- sight impaired people, services for, 56
- Simplified Billing process
 - in-hospital services, 125
 - performance summary, 28
- Slovenia, 129
 - Health Sector Reimbursement Systems Project, 131
- Solutions Branch, 137
- Special Assistance system, 77
- Stabilisation Project, 138
- staff, agency, 26, 61–63
 - training and development, 48, 55, 59, 61–63, 134
 - statistics, 209–213
- Stakeholder Advisory Committee, 55–56
- stakeholders
 - committee meetings, 56
 - consultation, 26, 54–59, 114, 116, 125
 - feedback, 13, 46–47, 54, 79, 124, 130, 224
 - information and education services, 27, 45
 - partnerships with, 18, 27, 33, 34, 58–59, 122
- State Case Management Committee, 115, 116
- State offices, 23, 225
- Statutory Authorities, review of governance arrangements, 13, 26, 38
- Strategic Partnership Agreement, 33, 122
- strategic policy, 22
- Strategic Projects Branch, 138
- strategic risk analysis, 119; *see also* risk management

Strengthening Medicare
package, 75, 77, 99

subsidiary company; see Health
eSignature Authority Pty Ltd

supply of PBS medicines,
approvals, 81, 84–85, 122

suspension of approval to
supply PBS medicines, 84, 122

Sweden, reciprocal health
arrangements, 74

*Sydney X-Ray v. Health
Insurance Commission*, 202

Systems Consolidation
Project, 138

T

Taiwan, 128

targeted risk management; see
audits, risk management

Tasmania, 75, 126

Tax Benefits, Family, 73, 105

Taxation Office, Australian; see
Australian Taxation Office

Technology and People
subcommittee, 43

teleconferencing, occupational
health and safety case
managers, 66

telephone enquiries, 12
contact points, 225–226
standards, 222

Thailand, 128, 129

Third Community Pharmacy
Agreement, 85–87

30% Rebate on Private Health
Insurance, 27, 198
key business results, 110
performance summary, 31
risk management, 110,
122–123

Tiger Teams, 138

tissue donors; see Australian
Organ Donor Register

toolkit, Aboriginal and
Torres Strait Islander Health
Services, 58

Torres Strait Islanders
access to PBS medicines, 87
employees, 64, 212
health research, 58
services for, 57–59, 78

Training for Rural and
Remote Procedural GPs
Program, 27, 102

training and development
consultancies, 132–133
cultural awareness, 59
medical practitioners,
rural and remote areas,
27, 101, 102
staff, 48, 55, 59, 61–63, 134

transition management, 13, 14,
26, 43, 49

translation services, 60

transmittal letter, 8–9

Travelling with PBS Medicine
Enquiry Line, 121

triple bottom line framework, 46

Tsunami Healthcare Assistance,
12, 27, 77, 78, 198
performance summary, 32

Turkey, 129, 132

2000 Budget, 104

2002 Budget, 119

2003–04 Annual Report, 34, 48,
50, 109

2003–04 Budget, 83, 99

2004–05 Budget, 125

U

Uhrig Review, 26, 38

United Arab Emirates, 128

United Kingdom

Department for International Development, 128
reciprocal health arrangements, 74

United Medical Protection Support Payments, 111, 112
performance summary, 32

University of Melbourne, 133

University of Newcastle, 133

Urological Society of Australia, 120

Ultrad and Anor v. Health Insurance Commission, 202

V

vaccinations; see Australian Childhood Immunisation Register; immunisation

values, agency, 26

varicella program, 93

Veterans' treatment accounts, 27, 33, 198
key business results, 107

online lodging, 124
performance summary, 31

Victorian Department of Human Services, 128

visa applicants, Medicare eligibility, 73

Visiting Medical Practitioner Program, 27, 108
key business results, 108
fee-for-service payment, 35, 108

visitors, Medicare eligibility, 74, 75

Voluntary Indigenous Identifier Program, 58

W

Warner v. Health Insurance Commission, 203

website

Australian Organ Donor Register, 90
Global Development Learning Network, 133
HIC, 56, 60, 73, 80, 83, 86, 90, 95, 97, 114, 126, 206, 228
PBS education module, 120
PriMeD, 120
security of data, 92, 93

Well & Good (magazine), 58, 93

West Bank, 128, 129, 131

Western Australian Health Department, 35, 108

women staff, 209, 211–213

Workplace Agreements, Australian, 61

workplace diversity, 64, 211–212

World Bank, 128, 129, 130, 131, 132, 133

World Day for Safety and Health at Work, 66

World Health Organisation, 133

wound management, rebates for, 76

Y

Yellow Medicare Reciprocal Health Care Card, 75