

# ALPHABETICAL INDEX

---

1999 General Practitioner Memorandum of Understanding, 14, 102  
30% Health Insurance Rebate, 4, 16, 107–109  
360 degree feedback process, 44  
80/20 rule, 65

## A

---

abbreviations and glossary, 193  
Aboriginal and Torres Strait Islander people, XI, 50–51, 58–60, 78, 177;  
see also Indigenous entries  
Aboriginal Health Service, 59, 60  
Absence Management workshops, 46  
absenteeism, 46  
access and equity; see diversity;  
equity and diversity  
Acts; see legislation  
addresses and contact details, 189–191;  
see also websites  
*Administration of the 30% Private Health Insurance Rebate* (ANAO report), 108  
ANAO reports, 108, 114–115  
Annual Report on Equity and Diversity, 46  
Approved Billing Agency Model, 64  
attendance management, 46  
Audit Committee, 37, 38, 40  
audits  
compliance, 66–67  
general practices, 103  
Medicare, 66–67  
pharmacy claims, 79  
post payment, 66, 80  
Practice Incentives Program, 103  
purpose based, 67  
source based, 67, 80  
30% Health Insurance Rebate, 109;  
see also reviews, corporate  
Australian Association of Pathology Practices, 62  
Australian Childhood Immunisation Register, X, 16, 101  
at a glance, 92  
business results, 92  
challenges, 94  
education and promotion, 94  
information use, 93  
overview, 92–93  
year in summary, 3  
Australian Community Pharmacy Authority, 76  
Australian Health Care Agreements, 78  
Australian National Audit Office reports, 108, 114–115  
Australian Organ Donor Register, X, 16  
access to information on, 87  
at a glance, 86  
awareness week, 87  
Bowel Cancer Screening Register, 87  
business results, 86

education and promotion, 87  
market research, 87  
overview, 86  
website, 86  
year in summary, 3

Australian Standard Vaccination Schedule, 92  
Australian Workplace Agreements, 45, 178  
authority prescription approval arrangements, 76, 79  
Automated Risk Management System, 13, 68  
awards, 50

## B

---

balanced scorecard perspectives, 10, 11;  
see also customer satisfaction  
Bali Special Health Care Benefits Hotline, 64  
Balimed, II, 16, 64–65  
benefit claiming options, Medicare, 62–65  
Benefits Schedule, Medicare, 57  
Better Medication Management System;  
see *MediConnect*  
Board of Commissioners, II, 33, 34–37  
bonus payments, 46  
Bowel Cancer Screening Register, 88  
breast cancer treatment, funding for, 78  
Budget measures, X, 12, 79, 88, 102, 104, 105, 107  
Bulgarian international consultancy, 28  
bulk billing, 62; see also HIC Online  
*Bulletin Board* (newsletter), 22, 81, 87  
Business Change Board, 42  
business continuity models, 25  
Business Improvement Program, II, X, 12  
Division, 42  
implementation, 13, 14, 15, 47–48  
business management, 26, 42  
Business Management Committee, 42  
Business Outcomes Committee, 37, 38–39  
business plan, corporate, 11  
business results; see key business results  
business risk management, 13, 40, 69, 79–80;  
see also fraud risk management

## C

---

certified agreement, 43, 45, 178  
Cervical Screening Outcomes payment, 102  
Chairman's report, II–III  
*Charter of Care*, 9, 40, 48–49  
report, 183–187  
*Charter of Public Service in a Culturally Diverse Society*, 51  
Childhood Immunisation Register; see Australian  
Childhood Immunisation Register; General Practice  
Immunisation Incentives Program

- claims processing,
    - Medicare, 62–65
    - Pharmaceutical Benefits Scheme, 75;
    - see also HIC Online; PBS Online
  - classification structure, 46, 176
  - Code of Conduct, 40
  - Commission, role and function, II, 8, 16–29, 32
  - Commissioners, II, 34–37
    - committee membership, 38–39
  - committees
    - Audit Committee, 37, 38, 40
    - Business Management Committee, 42
    - Business Outcomes Committee, 37, 38–39
    - Executive Planning Committee, 40
    - expert committees, 61
    - Fraud and Service Audit Committee, 37, 38
    - Human Resources Committee, 37, 39
    - inter-departmental committees, 61, 64
    - inter-professional committees, 61
    - management committees, 40, 42
    - Medicare Participation Review Committee, 68–69
    - National Continuous Data Quality Improvement Committee, 22
    - Occupational Health and Safety committees, 46
    - Output Review Committee, 40
    - Pharmaceutical Benefits Advisory Committee, 76, 79
    - Remuneration Committee, 37, 39
    - Stakeholder Advisory Committees, XI, 48
  - Commonwealth Authorities and Companies Act* 1997, II, 32
  - Commonwealth Disability Strategy, 51–52
  - Commonwealth Fraud Control Guidelines*, 68
  - Commonwealth Ombudsman, 169
  - Commonwealth/State/Territory liaison, 20, 78, 86, 101, 104
  - community education programs
    - Australian Childhood Immunisation Register, 94
    - Australian Organ Donor Register, 87
    - Medicare, 69
    - Pharmaceutical Benefits Scheme, 81–82
    - 30% Health Insurance Rebate Scheme, 109;
    - see also education and promotion programs;
    - publications
  - Community Pharmacy Agreement, Third, 76–78
  - Compensation Recovery Program, 16, 106
    - year in summary, 4
  - complaints management, 183–187
  - compliance audits, Medicare, 66–67
  - compliance index, 194–195
  - concession beneficiaries, PBS, 74
  - connectivity, of health sector, 20
  - consultancies, 48, 179–182
  - consultancy services role, 27, 28–29
  - consultation, customers, 8, 24, 48, 50, 99, 102;
  - see also market research
  - Consumer Directory, 13
  - contact details, 189–191
  - Content Management Solution, 13
  - Continuous Data Quality Management Committee, National, 22
  - core skills program, 45; see also learning and development; training programs
  - Corporate Business Plan, 11
  - Corporate Development Division, 42
  - corporate governance, 32–52
  - Corporate Governance Charter, 40
  - Corporate Metadata Management Strategy, 20
  - corporate scorecard, 10; see also customer satisfaction
  - Croatian international consultancy, 28
  - cultural awareness training, 50
  - cultural and linguistic diversity
    - clients, 50–51
    - staff, 46, 176–177
  - customer research, 10–11, 14
    - Australian Organ Donor Register, 87
    - Medicare, 70
    - Pharmaceutical Benefits Scheme, 79, 82
  - customer satisfaction, XI, 10, 82, 193–187;
  - see also market research
  - customer service charter, 9, 40, 48–49
  - report, 183–187
  - Customer Service Officer Program, 45
- D**
- 
- Dalton Pen Award, 50
  - data quality control, 22
  - data security, 18, 87, 169–170; see also Public Key Infrastructure (PKI)
  - delegations, 45, 166
  - Department of Family and Community Services, 16, 64, 110
    - funding arrangements, 17
  - Department of Health and Ageing, 67, 87, 93
    - consultations with, 20, 50, 59, 60
    - funding arrangements, 17
    - program responsibilities, 57, 74, 102, 109, 111
    - service level agreements with, 16, 17, 38, 103, 106
  - Department of Immigration and Multicultural and Indigenous Affairs, 51, 60
  - Department of Veterans' Affairs, 16, 29
    - funding arrangements, 17
    - memorandum of understanding with, 109
    - responsibility for RPBS, 74
    - Services Agreement with, 17
  - 'Development of ways to improve access to Medicare' (customer research), 14
  - development and training programs, 44, 45, 48;
  - see also training programs
  - Diabetes Outcomes payment, 102
  - diagnostic imaging services
    - registration requirements, 61–62
  - Director of Professional Services Review, 65, 66
  - Directories infrastructure, 13
  - Disability Strategy, 51–52
  - diversity
    - clients, 50–52
    - staff, 46, 176–177, 178

divisional functions, 42–43  
Donor Register Awareness Week, 87

## E

easyclaim, Medicare, 2, 63  
eBusiness capability, II, X, 12, 24; *see also*  
Business Improvement Program; HIC Online;  
PBS Online; Public Key Infrastructure (PKI)  
ecologically sustainable development and  
environmental performance, 174  
education and promotion programs  
Australian Childhood Immunisation Register, 94  
Australian Organ Donor Register, 87  
community, 23, 50–51, 59, 69, 81–82, 87,  
94, 109  
Federal Government 30% Health Insurance  
Rebate, 109  
General Practice Immunisation Incentives  
Scheme, 101  
immigrants' information kits, 51  
Indigenous Australians, 50–51, 59  
medical indemnity, 99  
medical practitioners, 22, 23, 69, 82, 94, 99,  
101, 103  
Medicare, 69–70  
Pharmaceutical Benefits Scheme, 81–82  
pharmacists, 81  
for people with disabilities, 51–52  
Practice Incentives Program, 103  
visitors, 60;  
*see also* publications  
80/20 rule, 65  
eLearning, 45  
eligibility  
Medicare, 58–60  
Pharmaceutical Benefits Scheme, 74  
provider, 61, 76, 100, 102, 103  
employee management; *see* staffing matters  
Enhancing PBS Authorities, X, 79, 82  
enquiry services, 52, 64, 80, 188, 189–191  
data, 80, 188  
enterprise services, 26  
environmental performance, report, 179  
equity and diversity, 46, 50–52; *see also* diversity  
ethical standards, 40  
Executive Planning Committee, 40  
Executive Support Division, 42  
expert committees, 61  
external scrutiny, 108, 114–115

## F

Family Assistance Office, 16, 110  
funding arrangements, 17  
year in summary, 4  
Federal Government 30% Health Insurance  
Rebate, 16, 107–109  
year in summary, 4  
Federal Budget measures, X, 12, 79, 88, 102,  
104, 105, 107

*Feedback Reporting Facility*, 21  
female staff, 43, 175, 177, 178  
Field Trials  
MediConnect, II, 12–13  
PBS Online facilities, 15  
Finance and Planning Division, 42  
financial statements, 114–161  
*Forum* (newsletter), 22, 69, 70, 82, 87  
Fraud and Service Audit Committee, 37, 38  
fraud investigations, 23, 67–68  
fraud risk management, 23–24, 37, 38, 69, 79–80  
*see also* risk management  
*Freedom of Information Act 1982*, 18  
report, 171–172  
Frontline Manager Support Service, 44–45  
functions of HIC, 165

## G

Gap Cover Schemes, 64  
gender of staff, 43, 175, 177, 178  
General Practice Immunisation Incentives  
Program, 16, 100–101  
year in summary, 3  
General Practice Registrars' Rural Incentive  
Payments Scheme, 16, 105–106  
year in summary, 3  
*General Practice Strategy Review*, 102  
General Practitioner Memorandum of  
Understanding, 14, 102  
Generic Health Financing Model, 27  
glossary and abbreviations, 193  
*Good Health TV network, The*, 23

## H

*Health and Other Services (Compensation)  
Act 1995*, 106  
*Health care for visitors to Australia*, 69  
Health Department of Western Australia, 16, 17  
Health eSignature Authority Pty Ltd, 19  
health financing model, 27  
*Health Industry News*, 22  
health information services, 20–22; *see also*  
education and promotion programs  
*Health Insurance Act 1973*, 18, 23  
*Health Insurance Amendment  
(Diagnostic Imaging, Radiation Oncology and  
Other Measures) Act 2003*, 61  
*Health Insurance Commission Act 1973*,  
16, 23, 43  
*Health Legislation Amendment (Private Health  
Industry Measures) Act 2002*, 64  
*Health Legislation Amendment Bill 2003*, 93  
health sector connectivity, 20  
HealthConnect initiative, 20  
*Hearing Services Administration Act 1997*, 111  
Hearing Services Program, 4, 16, 17, 111

HECS Reimbursement Scheme, 16, 107  
year in summary, 4  
help lines; see enquiry services  
Herceptin funding, 78  
*HIC (Business Improvement) Certified Agreement 2001–2003*, 43, 178  
HIC Online, X, 14, 62, 70  
High Cost Claim Indemnity scheme, X, 99  
highlights, historical, 196  
Highly Specialised Drug Program, 76  
historical highlights, 196  
Home Medicine Review Services, 78  
Hospital Purchaser Provider Agreement/Practitioner Agreement, 64  
hotlines; see enquiry services  
Human Resources Committee, 37, 39  
Human Resources Delegations' Instrument, 45  
human resources management;  
see staffing matters

## I

IBM Global Services Australia, performance, 25  
immigrants, 51, 60  
Immunisation Infrastructure Funding, 101  
Immunisation Register; see Australian Childhood Immunisation Register; General Practice Immunisation Incentives Program  
*In the Know* (newsletter), 21  
inappropriate practice, management of, 66  
incentive payments  
General Practice Immunisation Incentives Scheme, 100  
General Practice Registrars' Rural Incentives Payments Scheme, 105–106  
HECS Reimbursement Scheme, 107  
Practice Incentives Program, 102  
Rural Retention Program, 104  
Incurred But Not Reported Indemnity scheme, X, 99  
indemnity, medical, 99  
Independent Audit Report, 114–115  
Indigenous Australians, XI, 50–51, 58–60, 78, 177  
Indigenous Communication Strategy, 50, 59  
Indigenous Recruitment and Retention Strategy, 46, 51  
Indigenous Staff Network, 46  
information channels, 22–23;  
see also education and promotion programs  
Information Strategy, 20  
information technology management, 24–27  
Information Technology Services Division, 43  
Integrated Business Information System, 21  
inter-departmental committees, 61, 64  
internal control framework, 40  
internal fraud investigation, 68  
international consultancy projects, 27, 28–29  
inter-professional committees, 61  
investigation functions, 23–24, 166–167;  
see also fraud investigations

## J

Judicial decisions and reviews, 168–169

## K

key business results  
Australian Childhood Immunisation Register, 92  
Australian Organ Donor Register, 86  
Compensation Recovery Program, 106  
Family Assistance Office, 110  
Federal Government 30% Health Insurance Rebate, 107  
General Practice Immunisation Incentives Scheme, 100  
General Practice Registrars' Rural Incentive Payments Scheme, 105  
Hearing Services Program, 111  
HECS Reimbursement Scheme, 107  
Medical Indemnity, 99  
Medicare, 56  
Pharmaceutical Benefits Scheme, 74  
Practice Incentives Program, 101  
Rural Retention Program, 104  
Veterans' treatment accounts, 109  
Knowledge Management Strategy, 21

## L

*Leadership for Change Strategy*, 44  
leadership training, 44–45  
learning and development programs, 44, 45, 48;  
see also training programs  
*Learning and Development Strategy 2003–2006*, 44, 45  
Learning Management System, 45  
legislation  
*Commonwealth Authorities and Companies Act 1997*, II, 32  
*Freedom of Information Act 1982*, 18, 171  
*Health Insurance Act 1973*, 18, 23  
*Health Insurance Amendment (Diagnostic Imaging, Radiation Oncology and Other Measures) Act 2003*, 61  
*Health Insurance Commission Act 1973*, 16, 23, 43  
Health Legislation Amendment Bill 2003, 93  
Health Legislation Amendment (*Private Health Industry Measures*) Act 2002, 64  
*Hearing Services Administration Act 1997*, 111  
*Medical Indemnity Act 2002*, 99  
*Medical Indemnity (Consequential Amendment) Act 2002*, 99  
*Medical Indemnity (Enhanced UMP Indemnity) Contribution Act 2002*, 99  
*Medical Indemnity (IBNR Indemnity) Contribution Act 2002*, 99  
*National Health Act 1953*, 18, 23  
*Occupational Health and Safety (Commonwealth Employment) Act 1991*, 47  
*Privacy Act 1988*, 18, 170  
*Private Health Insurance Incentives Act 1998*, 108  
letter of transmittal, II–III  
levy, Medicare, 57, 58

liability insurance, for directors and officers, 32  
location, of staff, 43, 175, 177, 178  
location specific practice numbers, 61–62

## M

Malaysian international consultancy, 29  
male staff, 175, 177, 178  
management committees, 40, 42  
Managing Director's Instructions, 40  
Managing Director's report, X–XI  
market research  
    on Australian Organ Donor Register, 87  
    customer services, 10–11, 14, 70, 82  
    Medicare, 70  
    Pharmaceutical Benefits Scheme, 79, 82;  
    see also consultation, customers  
Medclaims, 62  
Medical Indemnity, X, 16, 99  
Medical Indemnity Act 2002, 99  
*Medical Indemnity (Consequential Amendment) Act 2002*, 99  
*Medical Indemnity (Enhanced UMP Indemnity) Contribution Act 2002*, 99  
*Medical Indemnity (IBNR Indemnity) Contribution Act 2002*, 99  
medical practitioners  
    claims processing, 62–64  
    fraud investigations, 67, 68  
    incentive payments, 93, 101–102, 103, 104, 105–106  
    indemnity, 99  
    Indigenous health services, 50–51, 60  
    information provision to, 22, 23, 69, 82, 94, 99, 101, 103  
    Medicare eligibility and registration, 61  
    memorandum of understanding with, 14, 102  
    review mechanisms, 65, 66, 67, 68–69  
    rural health services, 104, 105–106, 107  
    satisfaction with HIC, 10;  
    see also General Practice  
Medical Purchaser Provider Agreement, 64  
Medicare, 16  
    at a glance, 56  
    Benefits Schedule, 57  
    business results, 56  
    claiming, 62–65  
    committees, 61  
    compliance audits, 66–67  
    customer research, 70  
    education and promotion, 69–70  
    eligibility, 58–60  
    enrolments, claims and benefits, 56  
    expenditure, 56  
    fraud investigations, 67–68  
    HIC responsibilities, 56  
    inappropriate practice, management of, 66  
    Indigenous Australians, services for, 58–60  
    Levy, 57  
    Medicare Participation Review Committee, 8–69  
    overview, 57  
    Professional Services Review Scheme, 65

provider eligibility and registration, 61–62  
risk management development, 69  
Safety Net, 58  
year in summary, 2

Medicare and Nursing Home benefits, 106  
Medicare easyclaim, 63  
    year in summary, 2  
Medicare Participation Review Committee, 68–69  
*Medicare Two-way Agency* (information sheet), 69  
*Medicare – your questions answered*, 69  
Medicines Information to Consumers program, 77  
MediConnect, II, X, 12–13  
*Mediguide*, 22, 69, 70, 82  
memorandums of understanding, 14, 60, 102, 109  
Meningococcal C Vaccination Program, National, X, 92, 94  
metadata management strategy, 20  
Minister for Health and Ageing, 59, 60, 61, 62, 80, 87, 99, 100, 166  
Ministerial Directions, 60, 166

## N

National Aboriginal Community Controlled Health Organisation, 50  
National Continuous Data Quality Improvement Committee, 22  
*National Health Act 1953*, 18, 23  
National Meningococcal C Vaccination Program, X, 92, 94  
*News Update* (information sheet), 103  
Northern Territory District Medical Officers Project, 60

## O

objectives of HIC, II, 8, 16–29  
occupational health and safety, 46–47, 170  
Occupational Health and Safety committees, 46  
*Occupational Health and Safety (Commonwealth Employment) Act 1991*, 47  
report, 170  
Office of Hearing Services, 16, 111  
    funding arrangements, 17  
    year in summary, 4  
Office of the Chief Information Officer, 43  
Ombudsman, 169  
online agenda, II, 12, 14; see also Business Improvement Program; HIC Online; PBS Online  
    Online Medical Desktop Project, 25  
Organ Donor Register; see Australian Organ Donor Register  
organisational structure, 41, 42–43  
Other Health Payments and Activities  
    Compensation Recovery Program, 106  
    Family Assistance Office, 110  
    Federal Government 30% Health Insurance Rebate, 107–109  
    General Practice Immunisation Incentives Scheme, 100–101  
    General Practice Registrars' Rural Incentive

- Payments Scheme, 105–106
  - Hearing Services Program, 111
  - HECS Reimbursement Scheme, 107
  - Medical Indemnity, 99
  - Practice Incentives Program, 101–103
  - Rural Retention Program, 104
  - Veterans' treatment accounts, 109
  - Outcomes payments, 100, 101, 102
  - Output Pricing Agreement, 16, 17
  - Output Review Committee, 40
  - Overseas Drug Diversion Project, X, 80
  - overviews
    - Australian Childhood Immunisation Register, 92–93
    - Australian Organ Donor Register, 86
    - Compensation Recovery Program, 106
    - Family Assistance Office, 110
    - Federal Government 30% Health Insurance Rebate, 108
    - General Practice Immunisation Incentives Scheme, 100
    - General Practice Registrars' Rural Incentive Payments Scheme, 105–106
    - Hearing Services Program, 111
    - HECS Reimbursement Scheme, 107
    - Medical Indemnity, 99
    - Medicare, 57
    - Pharmaceutical Benefits Scheme, 74–75
    - Practice Incentives Program, 102
    - Rural Retention Program, 104
    - Veterans' treatment accounts, 109
- P**
- 
- part-time staff, 43
  - Pathology Notes*, 22, 69
  - Pathology Quality and Outlays Agreement 1999–2004*, 62
  - payment risk assessment tool, 13, 68
  - payments under the Third Community Pharmacy Agreement, 77–78
  - PBS Online, X, 13, 15
  - people management; *see* staffing matters
  - People Plan, 47–48
  - people with disabilities, 50, 51–52
    - staff, 178
  - Performance Audit Report, 108
  - performance management, staff, 43, 44, 45
  - Performance Support Program, 43, 45
  - personal information, security of, 18, 87, 169–170; *see also* Public Key Infrastructure (PKI)
  - Pharmaceutical Benefits Advisory Committee, 76, 79
  - Pharmaceutical Benefits Entitlement Cards*, 81
  - Pharmaceutical Benefits Scheme, X, 16
    - at a glance, 74
    - Australian Health Care Agreements, 78
    - business results, 74
    - claims processing, 75
    - customer research, 82
    - education and promotion, 81–82
    - expenditure, 74
    - Herceptin funding, 78
    - HIC responsibilities, 75
    - Indigenous and Torres Strait Islander access, 78
    - overview, 74–75
    - risk management, 79–80
    - suspension of PBS approvals, 80
    - Third Community Pharmacy Agreement, 76
    - year in review, 2
  - Pharmaceutical Benefits Scheme Authorities,
    - enhancement of, X, 79, 82
  - Pharmaceutical Benefits Scheme beneficiaries, 74
  - Pharmaceutical Benefits Scheme Explanation of Current Pricing – 2003*, 81
  - Pharmaceutical Benefits Scheme Restrictions, X, 79, 82
  - Pharmaceutical Benefits Scheme Risk Project, X, 79
  - Pharmaceutical Benefits Scheme Safety Net, 75
  - pharmaceutical reform measures, 78
  - pharmacists
    - agreement with, 76–78
    - claims processing, 75
    - incentives, 76–77
    - information provision to, 22, 23, 81
    - PBS medicine approvals, 76, 80
  - plans and planning, 26
    - Corporate Business Plan, 11
    - People Plan, 47–48
    - Strategic Plan, 10–15
  - post payment audits, 66, 80
  - powers of investigation, 23–24, 166–167
  - Practice Incentives Program, 16, 101–103
    - year in summary, 3
  - practice registration requirements, 61–62
  - Premium Reduction Scheme registration procedures, 108
  - prescribed pattern of services rule, 65
  - prescriber feedback project, 21, 29
  - Prescription Drug Smuggling project; *see* Overseas Drug Diversion Project
  - Prescription Shopping Project, X, 79
  - prescriptions, authority, 76, 79
  - Privacy Act 1988*, 18, 170
  - privacy legislation, 169–170
  - privacy training, 18
  - Private Health Insurance Incentives Act 1998*, 108
  - Professional Services Review Scheme, 65
  - program integrity and assurance, 23; *see also* audits
  - Program Management Division, 42
  - Program Review Desktop, 13, 68
  - Program Review Division, 43
  - programs administered, 16
  - property management, 44
  - prosecution, 167; *see also* fraud investigations
  - Provider Directory Project 13
  - provider fraud investigations, 67, 68
  - public fraud investigation, 67, 68
  - public hospitals

pharmaceutical reform measures for, 78  
 Public Key Infrastructure (PKI) technology, II, 14, 15, 19, 26, 78, 87  
 publications  
*Bulletin Board* (newsletter), 22, 81, 87  
*Forum* (newsletter), 22, 69, 70, 82, 87  
*Health care for visitors to Australia*, 69  
*Health Industry News*, 22  
*Medicare Two-way Agency* (information sheet), 69  
*Medicare – your questions answered*, 69  
*Mediguide*, 22, 69, 70, 82  
*Pathology Notes*, 22, 69  
*Pharmaceutical Benefits Entitlement Cards*, 81  
*Pharmaceutical Benefits Scheme Explanation of Current Pricing – 2003*, 81  
*Reference guide for approved providers of PBS and RPBS medicines*, 81  
*The Safety Net helps protect you from your medical costs*, 69  
*Saving Money on Medicines*, 81  
*Use of the Pharmaceutical Benefits Scheme in Private Hospitals and Nursing Homes – A Guide for Staff*, 81  
*Welcome Kit*, 51  
*Welcome to Australia – How to use your Medicare card*, 69  
*Well & Good*, 50  
*Your Health Matters*, 23, 69, 87, 94  
 purchaser provider arrangements, 17  
 purpose of HIC, II, 8, 16–29, 32  
 purpose based audits, 67

## Q

Quality Care Pharmacy Program, 77

## R

radiation oncology services  
 registration requirements, 61–62  
 Reciprocal Health Care Agreements, 60  
 recoveries under the Professional Services Review Scheme, 65  
*Reference guide for approved providers of PBS and RPBS medicines*, 81  
 remuneration, Commissioners, 32  
 Remuneration Committee, 37, 39  
 Repatriation Pharmaceutical Benefits Scheme, 16, 74  
 year in summary, 2;  
 see also Pharmaceutical Benefits Scheme  
 report on operations, summary table, XII  
 research, market  
 Australian Organ Donor Register, 87  
 customer, 10–11, 14, 70, 82  
 Medicare, 70  
 Pharmaceutical Benefits Scheme, 79, 82  
 Residential Care subsidies, 106  
 restricted PBS medicines, 79  
 reviews, corporate  
 corporate scorecard, 10

customer service charter, 49  
 Customer Service Officer Program, 45  
 data exchange arrangements with ATO, 108  
 disability access, 52  
 investigation functions, 24  
 learning and development, 44  
 metadata management, 20  
 occupational health and safety, 47  
 property management, 44;  
 see also audits  
 revocation of PBS approvals, 80  
 risk management, 40  
 in Medicare, 69  
 in Pharmaceutical Benefits Scheme, 79–80  
 systems, 13, 68; see also fraud risk management  
 role of HIC, 16–29  
*Royal Australian College of General Practitioners Entry Standards for General Practices*, 102, 103  
 Royal College of Pathologists Australasia, 62  
 rural health services programs, 3, 16, 76, 77, 78, 104, 105–106  
 Rural Pharmacy Maintenance Allowance, 76, 77, 78  
 Rural Retention Program, 16, 104  
 year in summary, 3

## S

safety management, 46–47, 170  
 Safety Net  
 Medicare, 58  
 Pharmaceutical Benefits Scheme, 75  
*Safety Net helps protect you from your medical costs*, *The*, 69  
 satisfaction, customer, XI, 10  
 Saudi Arabian international consultancy, 29  
*Saving Money on Medicines*, 81  
 Schedule of Pharmaceutical Benefits, 74  
 scorecards, 10, 11; see also customer satisfaction  
 secure electronic exchange of information;  
 see Public Key Infrastructure (PKI)  
 senior management committees, 40, 42  
 service charter, 9, 40, 48–49  
 report, 183–187  
 Service Incentive Payment, 101;  
 see also incentive payments  
 service level agreements, 16, 17, 38, 103, 106  
 simplified billing initiative, 4, 63–64  
 agent registration, 64  
 skills, core, 45; see also learning and development  
 Slovenian international consultancy project, 28  
 Software Vendor Helpdesk, 70  
 source based audits, 67, 80  
 staffing matters, 43–48  
 Aboriginal and Torres Strait Islander, 46, 51, 177  
 agreements covering, 43, 45, 178  
 attendance management, 46

- classification structure, 46, 176
- cultural and linguistically diverse, 176–177
- development and training, 44, 45, 48
- gender, 43, 175, 177, 178
- Indigenous, 46, 51, 177
- people with a disability, 178
- performance management, 44
- statistics, 43, 175–178
- learning and development, 44, 45, 48
- location of, 43, 175, 177, 178
- survey, 47

Stakeholder Advisory Committees, XI, 48

stakeholder consultation, 8, 24, 48, 50, 99, 102;  
see also market research

Start-up Allowance, 76, 78

State Offices, role of, 43

statistics

- Australian Childhood Immunisation Register, 92
- Australian Organ Donor Register, 86
- Compensation Recovery Program, 106
- customer service charter, 183–187
- enquiries data, 80, 188
- Family Assistance Office, 110
- Federal Government 30% Health Insurance Rebate, 107
- fraud investigations, 67, 166–167
- freedom of information, 173
- General Practice Immunisation Incentives Scheme, 100
- General Practice Registrars' Rural Incentive Payments Scheme, 105
- Hearing Services Program, 111
- HECS Reimbursement Scheme, 107
- Inappropriate Practice counselling, 66
- Medical Indemnity, 99
- Medicare, 56, 58, 66, 67, 69
- Medicare cards and levy exemptions, 58
- Medicare Participation Review Cases, 69
- Ombudsman complaints, 169
- Overseas Drug Diversion Project, 80
- Pharmaceutical Benefits Scheme, 74, 77, 80
- Practice Incentives Program, 101
- prosecutions, 167
- Rural Retention Program, 104
- scorecards, 10
- staffing, 43, 175–178
- Third Community Pharmacy Agreement, 77
- Veterans' treatment accounts, 109
- statutory reports, 165–170
- Strategic Partnership Agreement, 16, 17
- strategic plan, 8–15
- structure of Commission, 32
- structure of organisation, 41, 42
- Succession Allowance, 76, 78
- surveys, 10, 47, 82; see also market research
- suspension of PBS approvals, 80

## T

- telephone calls, 188
- telephone enquiry service, 52, 64–65, 80, 188, 189–191
- temporary staff, 43

- Third Community Pharmacy Agreement, 76–78
  - payments, 77
- 30% Health Insurance Rebate, 4, 16, 107–109
- 360 degree feedback process, 44
- Torres Strait Islander people, XI, 50–51, 58–60, 78;  
see also Indigenous entries
- training programs
  - attendance management, 46
  - cultural awareness, 50, 59
  - customer service, 48
  - equity and diversity, 46, 50
  - investigation function, 24, 68
  - leadership, 44, 45
  - online service delivery, 12
  - performance management, 43
  - privacy, 18
  - risk management, 40
- transmittal letter, II–III
- Two-Way Agency arrangements, 63
  - year in summary, 4

## U

*Use of the Pharmaceutical Benefits Scheme in Private Hospitals and Nursing Homes – A Guide for Staff*, 81

## V

- vaccinations; see Australian Childhood Immunisation Register; General Practice Immunisation Incentives Program; National Meningococcal C Vaccination Program
- values, 9
- Veterans' treatment accounts, 16, 109
  - funding arrangements for, 17
  - year in summary, 3
- Vietnam Veterans' Children's Program, 16
- visitors, health cover access, 60

## W

- Web Channel Development project, 13
- web channel services management, 26
- web statistics pages, 22
- websites
  - Family Assistance Office, 110
  - Health eSignature Authority Pty Ltd, 19
  - HIC, 9, 49, 62, 63, 75, 77, 86, 190
  - for Repeat Authorisation stationery, 76
- Welcome Kit*, 51
- Welcome to Australia – How to use your Medicare card*, 69
- Well & Good*, 50
- workplace diversity, 46, 176–177, 178
- workplace safety, 46–47, 170

## Y

- year in summary, 2–4
- Your Health Matters*, 23, 69, 87, 94



the 1990s, the number of people in the UK who are employed in the public sector has increased from 10.5 million to 12.5 million, and the number of people in the public sector who are employed in health care has increased from 2.5 million to 3.5 million (Department of Health 2000).

There are a number of reasons for the increase in the number of people employed in the public sector. One reason is that the public sector has become a major employer in the UK. Another reason is that the public sector has become a major employer in the health care sector. A third reason is that the public sector has become a major employer in the education sector. A fourth reason is that the public sector has become a major employer in the social care sector.

The increase in the number of people employed in the public sector has led to a number of challenges for the public sector. One challenge is that the public sector has become a major employer in the health care sector, and this has led to a number of challenges for the health care sector. Another challenge is that the public sector has become a major employer in the education sector, and this has led to a number of challenges for the education sector. A third challenge is that the public sector has become a major employer in the social care sector, and this has led to a number of challenges for the social care sector.

One of the challenges for the health care sector is that the public sector has become a major employer in the health care sector, and this has led to a number of challenges for the health care sector. Another challenge is that the public sector has become a major employer in the education sector, and this has led to a number of challenges for the education sector. A third challenge is that the public sector has become a major employer in the social care sector, and this has led to a number of challenges for the social care sector.

One of the challenges for the education sector is that the public sector has become a major employer in the education sector, and this has led to a number of challenges for the education sector. Another challenge is that the public sector has become a major employer in the social care sector, and this has led to a number of challenges for the social care sector. A third challenge is that the public sector has become a major employer in the health care sector, and this has led to a number of challenges for the health care sector.

One of the challenges for the social care sector is that the public sector has become a major employer in the social care sector, and this has led to a number of challenges for the social care sector. Another challenge is that the public sector has become a major employer in the health care sector, and this has led to a number of challenges for the health care sector. A third challenge is that the public sector has become a major employer in the education sector, and this has led to a number of challenges for the education sector.

One of the challenges for the health care sector is that the public sector has become a major employer in the health care sector, and this has led to a number of challenges for the health care sector. Another challenge is that the public sector has become a major employer in the education sector, and this has led to a number of challenges for the education sector. A third challenge is that the public sector has become a major employer in the social care sector, and this has led to a number of challenges for the social care sector.

One of the challenges for the education sector is that the public sector has become a major employer in the education sector, and this has led to a number of challenges for the education sector. Another challenge is that the public sector has become a major employer in the social care sector, and this has led to a number of challenges for the social care sector. A third challenge is that the public sector has become a major employer in the health care sector, and this has led to a number of challenges for the health care sector.

One of the challenges for the social care sector is that the public sector has become a major employer in the social care sector, and this has led to a number of challenges for the social care sector. Another challenge is that the public sector has become a major employer in the health care sector, and this has led to a number of challenges for the health care sector. A third challenge is that the public sector has become a major employer in the education sector, and this has led to a number of challenges for the education sector.

