



## Applicant Information Kit

### The organisation

#### What we do

[Medicare Australia](#) makes a difference to the Australian community. As a customer-focused organisation with a strong reputation in the community and a brand that is highly regarded, Medicare Australia has a connection with every Australian resident, doctor and pharmacist, as well as with many other members of the health and IT sectors.

Each year we process around 500 million transactions, and pay more than \$30 billion in benefits and payments to the Australian public and health care providers. Medicare Australia employs around 5000 staff across National Office (located in Canberra), offices in each State capital, 238 community-based Medicare offices and nine processing centres.

The health information and payment programs we currently administer include [Medicare](#), the [Pharmaceutical Benefits Scheme](#), the [Australian Childhood Immunisation Register](#), the [Australian Organ Donor Register](#), [Aged Care Payments](#) and a full range of [Family Assistance](#) services in Medicare offices.

We also provide the following online services:

- the ability to check individual's Medicare Safety Net balance, organ donor registration details, access immunisation history statements, view and update some Medicare personal details and request a replacement or duplicate Medicare card
- the ability for health professionals to submit claims electronically, and view and update some personal information online.

Medicare Australia also detects and prevents fraud and inappropriate servicing and is playing a key role in the development of Australia's health payments and information for the future – including a range of ambitious and innovative health and eHealth initiatives.

### Department of Human Services

Medicare Australia sits within the Human Services portfolio. We work closely with health care providers, peak health bodies, external stakeholders and other agencies within the portfolio. Medicare Australia is a prescribed agency under the *Financial Management and Accountability Act 1997* and a statutory agency under the *Public Service Act 1999*.

#### Our future

Medicare Australia has an exciting and challenging future and we are looking for highly motivated people to be a part of it. Over the next three to five years, changes to government policy on how a number of government services are delivered to the public will affect our organisation. These changes will include new services, offered for the first time through Medicare offices and contact centres and changes to the way we deliver existing services.

These changes will result in more effective, efficient and convenient provision of government services to Australians. The fact that Medicare Australia has been chosen to deliver new and improved services shows that the government has confidence in our capacity and ability to deliver.

Refer to our website for more information about Medicare Australia, our structure, the programs we deliver, [Annual Report](#), [Strategic Plan](#) and [CEO's Statement of Intent](#).

# Applying for a job with Medicare Australia is **easy**

## Capability-based selection criteria

All employees of Medicare Australia are expected to demonstrate a range of capabilities relative to the level of the position. These are outlined in the [Medicare Australia Capability Framework](#).

'**Exemplifies Great Service**' is a mandatory capability for all of our positions. Candidates are expected to demonstrate this capability in their application. Other specific capabilities required for each position are outlined in the relevant Position Statement and may include some of the capabilities listed below. Other job needs (e.g. qualifications) will also be outlined in the Position Statement when required.

<a href="#">Medicare Australia Capability Framework</a>	
<b>Exemplifies Great Service</b> (key capability for all positions)	<b>Shapes Strategic Thinking</b>
Makes it easy for their customers Gets it right Is genuinely interested in their customer Respects their customers' rights	Inspires a sense of purpose and direction Focuses strategically Harnesses information and opportunities Shows judgement, intelligence and commonsense
<b>Achieves Results</b>	<b>Cultivates Productive Working Relationships</b>
Builds organisational capability and responsiveness Marshals professional expertise Steers and implements change and deals with uncertainty Ensures closure and delivers on intended results	Nurtures internal and external relationships Facilitates cooperation and partnerships Values individual differences and diversity Guides, mentors and develops people
<b>Exemplifies Personal Drive and Integrity</b>	<b>Communicates With Influence</b>
Demonstrates public service professionalism and probity Engages with risk and shows personal courage Commits to action Displays resilience Demonstrates self awareness and a commitment to personal development	Communicates clearly Listens, understands and adapts to audience Negotiates persuasively

We have made it **easy for you to apply for our jobs**. When writing your application, make sure you take both the capability requirements and the role and job accountabilities into account (you are not necessarily required to address these individually unless you wish to do so). The best way to achieve this is to provide examples of your work that broadly shows how you meet the overall needs of the job in no more than two to four pages (number of pages required will be specified in the position statement). Refer to our website for more information on [How to Apply](#).

The [Medicare Australia Capability Framework](#) provides detailed descriptions for each capability required at particular classification levels. It also provides a detailed description of the behaviours expected to demonstrate you have these capabilities. You are advised to consider this material when framing your application.

Medicare Australia uses behavioural assessment techniques ('[STAR](#)' principle) to assess candidates. This will include an assessment of the candidate's general suitability and 'fit' for employment in the job applied for and the organisation generally. Organisational fit will have particular regard to the Medicare Australia Values (refer to Attachment A). Candidates should also familiarise themselves with the [APS Values](#).

## How to provide examples of your work achievements

Relevant examples of your work achievements, particularly the impact or benefits of something you did or the feedback you received, assists us to determine if you have the capabilities required for this position.

When writing your application we recommend you use the STAR technique (outlined below) to tell us about recent, relevant examples of your work, how you approached the work, and the outcomes or achievements.

### Star Principle

<b>Situation/ Task</b>	<b>Identify:</b> <ul style="list-style-type: none"><li>• a recent situation, setting or project you were involved in that shows how you have effectively applied the capabilities outlined in the selection criteria and the requirements of the role:<ul style="list-style-type: none"><li>○ when this occurred</li><li>○ who was involved and</li><li>○ what role you played</li></ul></li></ul>
<b>Action</b>	<b>Describe:</b> <ul style="list-style-type: none"><li>• how you responded to the situation/task, and</li><li>• what problems/difficulties you had to address and how you resolved them</li></ul>
<b>Result</b>	<b>Most importantly, outline:</b> <ul style="list-style-type: none"><li>• the outcome, or</li><li>• what feedback you received as a result of your efforts</li></ul>

Before writing an application, you are strongly advised to speak with the contact officer, to get more details on the advertised vacancy, the working environment, future directions and Medicare Australia generally. This will assist you in framing your written application around the key accountabilities and the capabilities required for the role.

## Are you eligible?

To be considered for a position with Medicare Australia you must:

- be an Australian citizen
- possess the mandatory qualifications (where specified)
- not have received a redundancy benefit from an Australian Public Service (APS) Agency or a Non-APS Government employer in the previous 12 months.

## Want to know more?

You can find out more about:

- Medicare Australia by visiting our [website](#)
- the job, by calling the contact officer (contact details can be found in the Position Statement).

## How do I apply?

Generally you will be required to email the following documents to the contact officer by the application closing date:

1. application coversheet
2. an up-to-date resume, focussing on your most recent and relevant employment history, and
3. a brief statement outlining key work achievements, skills and experience that demonstrates you have the capability to undertake this role. Please ensure your statement addresses the Capability-based Selection Criteria outlined in the Position Statement. Required length of application is stated in the Position Statement

Note: Medicare Australia is unable to accept files in the .docx format. Applications should be submitted in .doc or .PDF format only.

In some instances you may be required to apply online. If this is a requirement, information will be provided in the Position Statement.

Medicare Australia prefers to receive applications by email, however postal applications will be accepted and can be forwarded to the postal address in the Position Statement.

When applying for positions with Medicare Australia you should declare if you have been investigated for alleged breaches of the APS Code of Conduct in the last five years. This question may also be asked of your referees prior to completion of the selection process.

## Conditions of employment

The remuneration and conditions of employment will be determined in accordance with Medicare Australia's [Certified Agreement](#).

Details on employment type (ongoing or non-ongoing) and hours per week can be found in the Position Statement for the vacant position.

As part of its commitment to providing greater customer access, Medicare Australia has flexible working hours that may include evening and Saturday duty in some work areas. Accordingly, candidates are strongly encouraged to discuss this aspect of the vacancy with the Contact Officer.

[Apply now](#)

# Medicare Australia Values



Australian Government

Medicare Australia

In Medicare Australia, I/we:

1. Care about the health and service needs of the Australian public.
2. Always respect and protect the confidentiality of people and their personal information.
3. Take pride in what we do and pursue improvements.
4. Maintain a strong connection with our community and care for our environment.
5. Understand the need to be flexible in meeting new business challenges.
6. Work collaboratively with the public, providers, government and colleagues.