

9<sup>th</sup> MARCH 2015

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DANDENONG

# 'One-stop shop' for Centrelink, Medicare and ATO set to open

CENTRELINK, Medicare and the ATO will begin delivering services from the Dandenong Service Centre this month.

All staff and Medicare services located at Palm Plaza,

plus ATO Shopfront staff and services at 14 Mason St, will move to 27-29 Robinson St on March 23.

Department of Human Services general manager Hank Jongen said the "one-

stop" centres were more convenient. He said 170 had been established since 2009.

Similar mergers have been fraught with problems, such as at Cranbourne's Codrington St "one-stop

shop", where customers complained about massive waiting periods, service delays and parking problems.

However, Mr Jongen said demand for face-to-face services had decreased due to

an increase in electronic Medicare claims.

Victorian Fair Go For Pensioners chairman Roger Wilson previously told Leader the digitalising and centralising of welfare out-

lets was a "bad idea", in response to the merger of the Ringwood Medicare with Centrelink on October 6.

The Dandenong Service Centre will be open Monday to Friday, 8.30am to 4.30pm.

CENTRELINK, MEDICARE AND ATO  
TO COMBINE SERVICES AT ONE SHOP.  
14 MASON ST. DANDENONG.  
Mon-Fri 8.30 - 4.30pm.

ONE-STOP SHOP. MEDICARE AND ATO SET TO OPEN

BUSINESS. — GOVERNMENT SERVICES

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