

Vaccination not Processed – Resolved Informally

Carmen phoned the HCSCC complaining that her Centrelink Child Care Rebate had been cancelled because records of her daughter's vaccination at the local GP Centre had not been processed by Centrelink. As a result, five months later, Carmen was paying full child care fees. Carmen had already tried to resolve the complaint with her GP, without success.

The HCSCC contacted the clinic nurse who confirmed that the child had received her vaccination, and that the record had been sent to the Communicable Disease Centre (CDC). The HCSCC then spoke to the Manager of the CDC to find out whether a record of the vaccination had been received. The record had been received, but not processed due to a backlog. It was processed that day and the child care rebate reinstated.