

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Additional Estimates Hearings

Outcome Number: 3.1 Access and Information

Question No: SQ15-000111

Topic: Gateway

Written Question on Notice

Senator Polley, Helen asked:

Please provide an update of consumer contact with the Gateway, by state/territory, telephone or online or email, nature of the contact?

Outline the numbers of users of the Gateway by month.

Answer:

The following tables provide an overview of consumer contact with My Aged Care for the first six months of 2014-15 (1 July 2014 to 31 December 2014).

Total calls (July 2014 to December 2014)

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	6 Month Total
Calls Answered	20,028	15,256	14,228	13,378	10,758	9,474	83,122

Calls answered by State/Territory of origin (July 2014 to December 2014)

State	% of call answered volumes
NSW	32.1%
VIC	21.3%
QLD	21.0%
SA	7.4%
WA	9.7%
NT	0.3%
ACT	5.9%
TAS	2.3%

Reason for call as % of total calls (July 2014 to December 2014)

Reasons for Call	% of total calls
General Information - Consumer Specific	48%
General Information	30%
Financial Enquiries	10%
My Aged Care Services	5%
Non Aged Care	3%
Regulatory Information	2%
Other	2%

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Website visit volumes by month
(July 2014 to December 2014)

Website Volumes	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Total
Total Visits*	298,770	268,125	146,506	144,198	129,111	107,636	1,094,346
Unique Visits**	213,235	194,470	95,711	94,619	86,023	72,837	756,895
Page Views	1,300,720	1,030,865	703,051	670,712	592,535	501,567	4,799,450

*Visits – The number of visits to the site

**Unique Visitors – The number of unduplicated (counted only once) visitors to the website over the month