

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000188

OUTCOME: 6 - Ageing and Aged Care

Topic: My Aged Care

Type of Question: Written Question on Notice

Senator: Siewert, Rachel

Question:

How many phone calls are made to My Aged Care through the Federal Translating & Interpreting Services?

Answer:

Between 1 July 2014 to 31 December 2016, 10,776 inbound calls to the My Aged Care contact centre used the Translation and Interpretation Service (TIS National).

Translation and Interpretation Service Usage	FY 14/15	FY 15/16	FY16/17 (1st Jul 16 - 31st Dec 16)	Total
Inbound Calls to My Aged Care contact centre	198	6,109	4,469	10,776

Source: Aged Care Data Warehouse. Data current as at 23 March 2017.