

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
Social Services Portfolio
2014-15 Budget Estimates Hearings

Outcome Number: 3

Question No: 397

Topic: Aged Care - Access and Information

Hansard Page: Written

Senator Polley asked:

Please provide an update on the progress of the Gateway development and implementation, including (but not limited to):

- Traffic on the My Age Care website and calls to the hotline
- Location of the contacts
- Demographics (if available)

Answer:

From 1 July 2013 to 30 June 2014, the My Aged Care website has received 572,127 unique visitors, and the My Aged Care contact centre has answered 146,439 calls.

The location of callers to the My Aged Care contact centre by state is displayed below:

State	Percentage	State	Percentage
NSW	30.3%	WA	13.0%
VIC	21.9%	NT	0.4%
QLD	21.9%	ACT	2.9%
SA	7.3%	TAS	2.3%

Demographic information is only collected if it is volunteered by the caller. Of those callers that volunteered this information:

- 71 per cent were female and 29 per cent were male; and
- 18 per cent were aged under 50 and 82 per cent were aged greater than 50.