

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2017-18 Budget Estimates Hearings

Outcome Number: 3.1 Disability, Mental Health and Carers Question No: SQ17-000468

Topic: Carers

Hansard page: Written

Senator Carol Brown asked:

Can you provide the total number of calls to the Carer Gateway phone line for this calendar year, and also provide calls on a state by state basis?

Answer:

The number of calls to the Carer Gateway contact centre from 1 January 2017 to 30 April 2017 was 2,904.

Calls to Carer Gateway as percentage by state and territory

State or Territory	Total Calls	Percentage of calls
New South Wales	1,326	45.7%
Queensland	574	19.8%
Victoria	537	18.5%
South Australia	227	7.8%
Western Australia	133	4.6%
Northern Territory	10	0.3%
Australian Capital Territory	49	1.7%
Tasmania	48	1.7%
Total	2,904	100%