

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Supplementary Budget Estimates 2012-2013, 17 & 19 October 2012

Question: E12-299

OUTCOME 6: Rural Health

Topic: ESTABLISHMENT OF RURAL AND REGIONAL HEALTH AUSTRALIA (RRHA)

Type of Question: Written Question on Notice

Number of pages: 1

Senator: Senator Fierravanti-Wells

Question:

How many website hits, phone calls and email enquiries has the agency received since it was established? What do the majority of enquiries relate to, and how are the majority of enquiries addressed (e.g. are they referred to other areas of DoHA such as Health Workforce Capacity or answered by RRHA?)

Answer:

The Rural and Regional Health Australia (RRHA) website has received 20,035 website hits since its establishment in June 2011 to 30 September 2012. The RRHA Information Line has taken 834 phone calls, and the RRHA email enquiries inbox has received 142 emails for the same period.

The majority of enquiries relate to general program enquiries (40 per cent) and rural workforce and training (15 per cent). While the majority of enquiries are addressed through the RRHA Information Service call centre, if further information is required, enquiries are referred to the relevant program area within the Department of Health and Ageing for a response.