

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Budget Estimates 2011-2012, 30 May 2011

Question: E11-538

OUTCOME 4: Aged Care and Population Ageing

Topic: ONE-STOP SHOPS

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Senator Fierravanti-Wells asked:

In regards to the One-Stop Shops measure, what provisions are being made to the telephone number and website to meet the needs of people from our CALD communities?

Answer:

From 1 July 2011 the new national telephone number (1800 200 422) is being answered by staff of the Commonwealth Respite and Carelink Centres across Australia.

Callers from diverse cultural or linguistic backgrounds who require an interpreter will be able to access the Translation and Interpreter Services (TIS) in the same way they do now for the cost of a local call. TIS can access 120 different languages and dialects.

The Aged Care Australia website includes specific information about aged care services for people from diverse cultural or linguistic backgrounds and provides links to a range of other sites with information in multiple languages.

The Department is building on these strengths to ensure that the website provides better and up to date information about available aged care services and support options, including improved information for Aboriginal and Torres Strait Islander people and for people from diverse cultural or linguistic backgrounds.