

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Budget Estimates 2011-2012, 30/31 May 2011

Question: E11-291

OUTCOME 11: Mental Health

Topic: TELEPHONE COUNSELLING

Written Question on Notice

Senator Fierravanti-Wells asked:

How will the portal operate?

Answer:

The portal is envisaged to operate from a unique URL developed and managed through the National Health Call Centre Network.

Detailed specifications for the portal will be developed in consultation with an expert advisory group, however, it is envisaged that the portal will be designed to:

- provide links to information and services structured to meet the needs of consumers, practitioners and carers that does not require assumed knowledge of mental health diagnoses or treatment options;
- enable easy navigation to the assistance or information people need, which in some cases may be presented for the specific locality, based on postcodes; and
- provide a pathway to online and telephone services according to consumers' preferences and needs.