

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Budget Estimates 2011-2012, 30/31 May 2011

Question: E11-372

OUTCOME 4: Aged Care and Population Ageing

Topic: CALLS TO COMMONWEALTH RESPITE AND CARELINK CENTRES

Written Question on Notice

Senator Fifield asked:

- a) Can the Department provide a time series over the last four years of the number of calls to Commonwealth Respite and Carelink Centres regarding the National Respite for Carers Program?
- b) How many calls have there been for emergency respite support outside standard business hours?
- c) How many requests for emergency respite support outside standard business hours resulted in the provision of emergency respite support, and how many did not?

Answer:

- a) The Department does not collect information about calls specifically regarding the National Respite for Carers Program (NRCP). People call the Commonwealth Respite and Carelink Centres (Centres) for information about aged, community and disability services, and support services for carers which includes respite support offered under the NRCP. Calls that were answered by the Centres over the last four financial years were:
 - 2009-10 – 295,980 calls;
 - 2008-09 – 205,526 calls;
 - 2007-08 – 156,066 calls; and
 - 2006-07 – 135,204 calls.
- b) The Department does not collect data that would allow us to answer this question.
- c) The Department does not collect data that would allow us to answer this question.