



Australian Government
Department of Health and Ageing

Dr Ian Holland
Secretary
Senate Community Affairs Committee
Parliament House
CANBERRA ACT 2066

Dear Dr Holland

**Request for Amendment to Evidence Provided at Additional Estimates Hearing,
15 February 2012: Outcome 5**

I am writing to correct a statement that Ms Vicki Murphy, Assistant Secretary, Primary Health Care Infrastructure and Support Branch of this Department provided at the Additional Estimates Hearing of the Senate Community Affairs Committee on 15 February 2012.

Ms Murphy in responding to a question from Senator McKenzie in relation to *healthdirect Australia* stated in part:

“.....At midnight on Sunday night we had 60 per cent of the callers that came in – that was about 97,000 callers – referred to the GP because they were seeking a doctor immediately, they were assessed by the nurse that they needed to see a doctor immediately or they would need to see a doctor within four hours.”

It has been brought to my notice that up to midnight Sunday, 12 February 2012, 99,508 callers were referred to the GP. The response should now be amended as follows (changes are underlined):

“...From 1 July 2011 to midnight on Sunday night we had 60 per cent of the callers that came in – that was 99,508 callers – referred to the GP because they were seeking a doctor immediately, they were assessed by the nurse that they needed to see a doctor immediately or they would need to see a doctor within four hours”.

In a further response, Ms Murphy quoted the 97,000 figure again. She stated, “from 1 July to midnight Sunday we had 97,000 approximately calls”. This should be amended as follows (changes are underlined):

“from 1 July to midnight Sunday we had 99,508 calls”.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mark Booth', written over a white background.

Mark Booth
First Assistant Secretary
Primary and Ambulatory Care Division

2 March 2012