

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2014-15 Additional Estimates Hearings**

**Outcome Number: 3.1 Access and Information**

**Question No: SQ15-000109**

**Topic: Gateway**

**Written Question on Notice**

**Senator Polley, Helen** asked:

Which agencies did MyAgedCare operators refer consumers?  
What is the nature of the referrals? Eg. Financial advice, complaints, etc.

**Answer:**

Over the first six months of 2014-15 (1 July 2014 to 31 December 2014), approximately 76% of calls resulted in a referral, depending on the reason of their calls.

The majority of referrals were made to service providers. Where callers are seeking access to aged care services My Aged Care contact centre staff utilise the service finders (publicly available on [myagedcare.gov.au](http://myagedcare.gov.au)) to locate service providers that may meet the caller's needs.

Other main referral points are Department of Human Services, Aged Care Assessment Teams, and other government agencies and health organisations.