

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Budget Estimates 2011-2012, 30/31 May 2011

Question: E11-496

OUTCOME 11: Mental Health

Topic: MENTAL HEALTH-BETTER ACCESS

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Senator Fierravanti-Wells asked:

There has been a large number of complaints about the changes to the Better Access system that have come through to my office and I am sure everyone else's.

- a) How many has the Department received?
- b) Have you (the Department) received complaints about changes to the Better Access Program?
- c) Are ministerials on the issue sent through to the Department to deal with?

Answer:

a), b) and c)

At 28 June 2011 the Department has received approximately 1,000 pieces of Ministerial correspondence about the changes to the Better Access program announced in the 2011-12 Budget. The Department has not analysed the number of these that are specifically complaints about the changes.

Ministerial correspondence relating to the changes to Better Access have been sent to the Department in line with the usual Departmental process for such correspondence.