

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: 5.1 Disability Mental Health and Carers Programme

Question No: SQ15-000444

Topic: Carers

Hansard page: Written

Senator Moore, Claire asked:

How will the National Carer Gateway differ from the Aged Care Gateway?

Answer:

The Department has commissioned research on what carers want from the national carer gateway and it will be designed to meet the information needs of all carers, regardless of who they care for.

A target of 1,000 carers has been set for this market research. In addition, market researchers will interview service providers.

The national carer gateway will leverage off My Aged Care by using a common contact centre and ICT system. However, the contact centre will be tailored to providing information for carers and the website and associated functions will be tailored to carers.