

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2017 - 2018, 29 & 30 May 2017

Ref No: SQ17-000854

OUTCOME: 6 - Ageing and Aged Care

Topic: My Aged Care Data

Type of Question: Written Question on Notice

Senator: Polley, Helen

Question:

Can you provide all comparative data regarding wait times on the My Aged Care hotline in 2016 and 2017?

Answer:

Wait times are provided to the Department of Health by HealthDirect Australia. Wait times listed in the table are for the My Aged Care consumer line and the Assessor and Service Provider line (in seconds).

Wait Time Measures for My Aged Care Lines (Consumer and Assessor/Provider Lines)

Month	Average Speed to Answer (seconds)	
	Consumer line	Assessor/Provider line
Jan-16	31	29
Feb-16	43	91
Mar-16	170	200
Apr-16	105	158
May-16	103	38
Jun-16	103	64
Jul-16	77	33
Aug-16	1	16
Sep-16	1	143
Oct-16	0	29
Nov-16	1	29
Dec-16	2	30
Jan-17	5	27
Feb-17	22	73
Mar-17	44	69
Apr-17	13	38

Source: Data supplied by HealthDirect Australia on 19/06/2017