

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Supplementary Budget Estimates 2011-2012, 19 October 2011

Question: E11-208

OUTCOME 6: Rural Health

Topic: RURAL AND REGIONAL HEALTH AGENCY

Written Question on Notice

Senator Adams asked:

The annual report says that the unit provides a single entry point to information on regional health and aged care programs, policies and service delivery and that they have done so since 1 July 2011.

- a) Is this a physical or 'virtual' entry point?
- b) How do they operate?
- c) Please provide details of physical locations and/or website information.
- d) What advertising/promotion has been undertaken to promote this service to rural Australia?

Answer:

- a) It is an online and phone line entry point.
- b) Rural and Regional Health Australia (RRHA) Information Service provides a free call number; 1800 899 538, an email enquiries function [infoRRHA@ruralhealthaustralia.gov.au](mailto:infoRRHA@ruralhealthaustralia.gov.au); and a website [www.ruralhealthaustralia.gov.au](http://www.ruralhealthaustralia.gov.au)
- c) The unit is physically located within the central office of the Department of Health and Ageing in Canberra. The website is located at the URL [www.ruralhealthaustralia.gov.au](http://www.ruralhealthaustralia.gov.au)
- d) A letter and promotional materials (including a poster and flyer) were sent to senators, regional ministers and a range of rural and regional health stakeholders (including general practitioners, pharmacies, regional councils, and regional Medicare and Centrelink offices) to promote the establishment, information services and functions of RRHA.