

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016-17 Supplementary Estimates Hearings

Outcome Number: 3.1 Disability, Mental Health and Carers Question No: SQ16-000358

Topic: Carer Gateway Service

Hansard page: Written

Senator Carol Brown asked:

1. Provide a breakdown of calls to the Carer Gateway hotline, including by state/territory, call wait times and length of call?
2. Provide analytics from the Carer Gateway website including number of visits to the website, most visited page, length of time spent on the site?
3. What is the funding allocation for the Carer Gateway Service over each of the out years?
4. Has any feedback been provided through the websites feedback portal? If so, how much has related to the website and how much has not related to the website? Can you provide examples of the other issues that feedback is provided on?

Answer:

1. As at 31 October 2016, there had been 4,895 calls answered by Carer Gateway. Calls by state and territory, as a percentage*, are:
 - 50.2 per cent New South Wales
 - 16.4 per cent Victoria
 - 15.6 per cent Queensland
 - 8.9 per cent South Australia
 - 5 per cent Western Australia
 - 2.2 per cent Australian Capital Territory
 - 1.1 per cent Tasmania
 - 0.6 per cent Northern Territory.

** Tracking of calls by state and territory based on Telstra call data from 1 February 2016 to 30 September 2016. Note that calls from mobile phone made near state or territory borders may be incorrectly attributed to a different state.*

- Other contacts handled by the contact centre include 1,127 web-forms received via the website.
 - Since launch, the average time to answer a call after the recorded introductory message is completed has been 2.7 seconds.
 - Since launch, the average call handling time has been 480 seconds.
2. As at 31 October 2016, there had been 211,858 individual visits to the Carer Gateway website with about 72 per cent of visitors being new visitors.
- Average duration of a visit to the website was 149 seconds in August 2016 and 128 seconds in September 2016.

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- The most visited article pages are:
 - Support for young carers www.carergateway.gov.au/support-for-young-carers
 - Payment for carers www.carergateway.gov.au/payments-for-carers
 - Carer Payments explained - www.carergateway.gov.au/carers-payments-explained
 - Am I a carer? - www.carergateway.gov.au/am-i-a-carer
 - Types of carers www.carergateway.gov.au/types-of-carers
- 3. Carer Gateway funding allocation for out years:
 - \$7.5 million 2016-17
 - \$7.6 million 2017-18
 - \$7.7 million 2018-19
- 4. As at 31 October 2016, there had been 81 website issues and 16 feedback responses received via the Carer Gateway website webform. Most website issues have been service providers requesting to update their service details in the Carer Gateway service finder. Feedback received has included requests for speakers at events, general questions, complements on the service and two complaints. Early results from the Carer Gateway website satisfaction survey show that 70 per cent of carers found the information they were seeking and 72 per cent found the information useful.