

## Services Australia Skill Tags

Services Australia's operation is complex with 45 Social Security and Welfare claim types and a large range of additional processing activities required to ensure customer records are up to date.

Agency staff require broad capabilities to understand and apply legislation according to individual customer circumstances and interactions. Staff hold multiple skill tags that facilitate allocation of telephone calls or processing work.

The commonly grouped claim skill tag types for Social Security and Welfare are:

- Youth, Education and Employment
- Families and Child Care
- Older Australians, Disabilities and Carers
- Remote and ABSTUDY
- Cross Programme.

Please see:

[Attachment A](#) – Social Security and Welfare – telephony skill tag names

[Attachment B](#) – Social Security and Welfare – processing skill tag names

## Social Security and Welfare – telephony skill tag names:

Telephony Skill Tags	Category
CLK ABSa Abstudy	ABSTUDY Telephony
CLK CBSa NBG Abstudy Payment	ABSTUDY Telephony
CLK CBTa NBG Abstudy AFB	ABSTUDY Telephony
CLK CBTa NBG Abstudy Travel	ABSTUDY Telephony
CLK AgedCare	Aged Care Telephony
CLK DisabilitySicknessCarers	Disability, Sickness and Carers Telephony
CLK TPS DisabilitySicknessCarers	Disability, Sickness and Carers Telephony
DHS ER AD	Emergency & Disaster Telephony
DHS ER J	Emergency & Disaster Telephony
DHS ER K	Emergency & Disaster Telephony
DHS ER L	Emergency & Disaster Telephony
DHS ER S	Emergency & Disaster Telephony
DHS ER TPS AGDRP	Emergency & Disaster Telephony
DHS ER W	Emergency & Disaster Telephony
SA ER TMPp	Emergency & Disaster Telephony
SA ER TMPr	Emergency & Disaster Telephony
CLK CBAa MedicalCertificates	Employment Services Telephony
CLK EmploymentServices	Employment Services Telephony
CLK SCGa AccessSuppCentre	Employment Services Telephony
CLK TPS EmploymentServices	Employment Services Telephony
CLK FamilyandParenting	Families & Parenting Telephony
CLK TPS FamiliesandParenting	Families & Parenting Telephony
CLK RUDa DroughtAssist	FHA/Rural Telephony Skills
CLK WDPa WDP	FHA/Rural Telephony Skills
CLK eIM Complaints	Indigenous & Remote Services Telephony
CLK eIM Enquiry	Indigenous & Remote Services Telephony
CLK eIM LostStolenCard	Indigenous & Remote Services Telephony
CLK eIM Other	Indigenous & Remote Services Telephony
CLK eIM TechnicalSupport	Indigenous & Remote Services Telephony
CLK IMCa IncomeMgmt	Indigenous & Remote Services Telephony
CLK IndigenousServices	Indigenous & Remote Services Telephony
CLK INEa INE-NonRemoteHandoff	Indigenous & Remote Services Telephony
CLK INHa INH-RemoteHandoff	Indigenous & Remote Services Telephony
CLK IRSa IndigenousRemoteServs	Indigenous & Remote Services Telephony
CLK RAAa RuralAgentSilverServLine	Indigenous & Remote Services Telephony
CLK RABa RuralSilverServiceIdentityConfirm	Indigenous & Remote Services Telephony
CLK SCPa SCP	Indigenous & Remote Services Telephony
CLK TECa TEC	Indigenous & Remote Services Telephony
CLK TSla TPS-IncomeManagement	Indigenous & Remote Services Telephony
CLK OlderAustralians	Older Australians Telephony
CLK TPS OlderAustralians	Older Australians Telephony
CLK EAPa REIParticipationSolutionsTeam	Participation Solutions Telephony
CLK PAAa ParticipSolutionsCust-Cent-NthQLD	Participation Solutions Telephony
CLK PABa ParticipSolutionsCust-NthAust	Participation Solutions Telephony
CLK PAPc PSTVirtualSupport	Participation Solutions Telephony
CLK ParticipationSolutions	Participation Solutions Telephony
CLK PAWa PSTRJCPCCAAssessments	Participation Solutions Telephony
CLK UPCa UrgentPaymentIncomeMgmtTransfer	Urgent Payments Telephony
CLK UPIa UrgentPaymentINDI	Urgent Payments Telephony
CLK UrgentPayments	Urgent Payments Telephony
CLK AIC	Youth and Students Telephony
CLK Over18UTLAH	Youth and Students Telephony
CLK TPS YouthandStudents	Youth and Students Telephony
CLK YouthandStudents	Youth and Students Telephony
SA BAC CAC Claim	Youth and Students Telephony
SA BAC CAC TPS	Youth and Students Telephony
CLK AoSa Interviews	
CLK CAOa ComplexAssessmentOfficers	
CLK CashlessDebitCardHotline	
CLK CBHa BusinessHotline	
CLK CBOa PaidParentalLeave	

CLK CBPa ParentalLeave	
CLK CBX TTPSOflowMain	
CLK CCC ContinuousConstantCare	
CLK CCSa CustConfirmationandSers	
CLK CEC CurrentEarningsConfirmation	
CLK Centrepay	
CLK CIAa CISIndianAgreement	
CLK CIDa C-LinkInternatSersOtherDomestic	
CLK CINa C-LinkInternatSersNZQ	
CLK CIOa C-LinkInternatSersOtherInternat	
CLK CIPa ItalianPatronati	
CLK CIRa CISRestrictedPortability	
CLK CIRb CISRestrictedPortability	
CLK CIsa TechSupport	
CLK COMp Compliance-ClassActionSettlement	
CLK COMp Compliance-ClassActionSettlement Executor	
CLK COMp Compliance-PLDPAssurance	
CLK COMp Compliance-ServiceRecovery	
CLK COMp Compliance-ServiceRecovery Executor	
CLK COMp Compliance-WFHSupport	
CLK ComplaintsLvl2	
CLK Consolidation ADVCON	
CLK Consolidation OSS	
CLK Consolidation REI	
CLK Corporate Admin Support	
CLK CPBa ContractandProcurement	
CLK CPEa OtherHRSers	
CLK CPHa OtherHRSers	
CLK CPKa EnabServOtherHREAEnq	
CLK CQAa AccessibilitySuppUnit-DragonNaturallySpeaking	
CLK CQBa AccessibilitySuppUnit-Zoomtext	
CLK CQDa AccessibilitySuppUnit-AssistiveTechAppotherenq	
CLK CQEa AccessibilitySuppUnit-BusinessStakeholderServSupp	
CLK CQEa General	
CLK CRDa Feedback Complaints DSC	
CLK CREa Feedback Complaints EMS	
CLK CRFa Feedback Complaints FAO	
CLK CrisisPaymentClaims ExtremeCircs Other	
CLK CRRa Feedback Complaints OA	
CLK CRUa Feedback Complaints GEN	
CLK CRYa Feedback Complaints YAS	
CLK CSAh ChildSuppAgencytransfers	
CLK CTBa CentrepayIMPACTOFlow	
CLK CTOa TipOffs-Centrelink	
CLK DataQualityUnit Identity	
CLK DataQualityUnit MultipleRecords	
CLK DataQualityUnit TechnicalMultiple	
CLK DFISA	
CLK Digital POC	
CLK DOHa DoubleOrphanPensionHelpdesks	
CLK DRUa Case Managed Recoveries	
CLK DRUa Collections Admin	
CLK DRUa Compensation Customer	
CLK DRUa Compensation Third Party	
CLK DRUa Debt Child Care Subsidy	
CLK DRUa Debt Finance	
CLK DRUa Debt Raising	
CLK DRUa Debt Recovery	
CLK DRUa Debt Recovery Withholdings	
CLK DRUa DPO DLS Support	
CLK DRUa DPOAFP	
CLK DRUa DPOCus	
CLK DRUa Specialised Recovery	

CLK DRUa STPUC3	
CLK DRUa Strategic Debt Raising	
CLK DRUa Taskforce Integrity	
CLK DRUa TSO Compensation	
CLK DVAClearance	
CLK EANA REIEarningsDropThrough	
CLK EII Compliance-EarnedIncome-STP	
CLK EIIa Compliance-EarnedIncome-General	
CLK EIIa EarnedIncomeIntervent	
CLK EIIb Compliance-EarnedIncome-Online	
CLK EIIc Compliance-EarnedIncome-Early	
CLK EIIs General	
CLK EMJa AustVictimsofTerrorOverseasPayment	
CLK EmploymentServices POC	
CLK FamiliesandParenting POC	
CLK FISa FinancialInfoServ	
CLK GenderX	
CLK GenderX Child	
CLK General Digital	
CLK GFK Carer Adviser Line National	
CLK GFK Carer Adviser Line NSW	
CLK GFK Carer Adviser Line NT	
CLK GFK Carer Adviser Line Qld	
CLK GFK Carer Adviser Line SA	
CLK GFK Carer Adviser Line Tas	
CLK GFK Carer Adviser Line Vic	
CLK GFK Carer Adviser Line WA	
CLK IMBb IncomeMgmtA-HIVROpt-LostorStolenCard	
CLK IMCd BasicsCardMultilingual	
CLK IMDa BasicsCardApplicationEnquiries	
CLK IMIa INDIVROpt-IncomeMgmt	
CLK IMPa General	
CLK IMQa IncomeMgmt-QOL	
CLK IMRa IncomeMgmt	
CLK IQPa Compliance-IQP-General	
CLK IQPb Compliance-IQP-Complex	
CLK IQPc Compliance-IQP-CSHC	
CLK IQPd Compliance-IQP-TipOffs	
CLK IQPe Compliance-IQP-CarerConsolidated	
CLK IQPf Compliance-IQP-Other	
CLK IQPg Compliance-IQP-Default	
CLK IQPh Compliance-IQP-ProofofLife	
CLK IRSa DSP	
CLK IRSa EMS	
CLK IRSa FAO	
CLK ISRa ISAR	
CLK JRT JobtoReturnto	
CLK LOCa Compliance-Location-General	
CLK MEPa EmergencyMeducalEquipmentPayment	
CLK MH17 Fam Support	
CLK MPGa MCAPublicLineGeneralEnquiries	
CLK MPS Arabic	
CLK MPS Assyrian	
CLK MPS Bengali	
CLK MPS Bosnian	
CLK MPS Cantonese	
CLK MPS Croatian	
CLK MPS Dari	
CLK MPS DisabilityandCarers	
CLK MPS EmploymentServices	
CLK MPS FamilyandParenting	
CLK MPS Greek	
CLK MPS Gujarati	

CLK MPS Hindi	
CLK MPS Italian	
CLK MPS Khmer	
CLK MPS Kirundi	
CLK MPS Korean	
CLK MPS Macedonian	
CLK MPS Mandarin	
CLK MPS OlderAustralians	
CLK MPS PersianFarsi	
CLK MPS Polish	
CLK MPS Portuguese	
CLK MPS Punjabi	
CLK MPS Serbian	
CLK MPS Sinhalese	
CLK MPS Spanish	
CLK MPS Tagalog	
CLK MPS Tamil	
CLK MPS Turkish	
CLK MPS Urdu	
CLK MPS Vietnamese	
CLK MPS YouthandStudents	
CLK NBG CashlessDebitTrial	
CLK NBG IMExemption	
CLK NBG IncomeMgmt	
CLK NBG TPO-Basics-Assist	
CLK NBOa General	
CLK NCBa NatChildBereavement	
CLK NLSa DSC Overflow	
CLK NLSa EMS Overflow	
CLK NLSa FAO Overflow	
CLK NLSa NonLanguageSpecific	
CLK NLSa OA Overflow	
CLK NLSa YAS Overflow	
CLK ODMd BCandEscalations	
CLK ONEa ONENumber	
CLK OSMa Mygov	
CLK OSMb Mygov	
CLK OSSa OnlineServes	
CLK P39a PaymentReviewBoard	
CLK PCPa CrisisPaymentClaims	
CLK PEPa PaidParentalLeave	
CLK PSVa PersonalisedServices	
CLK RAPA ResidenceAssessmentTeam	
CLK RAPb ResidenceAssessmentTeam	
CLK REIa ReportEmploymentIncomeOpt	
CLK RICE TriageSupport	
CLK RPR Handover	
CLK RSI Compliance-Relationships-Default	
CLK RSIa Compliance-Relationships-General	
CLK RSVa RestrictedAccess	
CLK RUMa RuralMaryborough	
CLK RUPa RuralPortAugusta	
CLK SCFc AccessSuppCentre	
CLK SCRa SCR	
CLK SLIa Compliance-StudyLoad-General	
CLK SLIs General	
CLK SocialWork CSPMCA	
CLK SocialWork HighRisk	
CLK SocialWork PSTCapability	
CLK SocialWork SmartCentre	
CLK SpBa Interviews	
CLK SRSa SRSStoSpB	
CLK SRSa SRSSTransfertoCMC	

CLK SWDa SocialWorkDisaster	
CLK SWDa SocialWork-Disaster/AVTOP	
CLK SWO UrgentPayment	
CLK TICa DHSFraudLine-CentrelinkOpt	
CLK TMTa ToolMgmtTest	
CLK TrainingPilot	
CLK TSKa TPS Carers Claim Enquiries	
CLK TSPa TPS OA Claim Enq	
CLK UIIa Compliance-UnearnedIncome-General	
CLK UIIb Compliance-UnearnedIncome-BudgetMeasure	
CLK UIIc Compliance-UnearnedIncome-AoS	
CLK UIId Compliance-UnearnedIncome-Pilot	
CLK UIIe Compliance-UnearnedIncome-Other	
CLK UIIf Compliance-UnearnedIncome-FHA	
CLK UPDa UrgentPayments-DSC	
CLK UPEa UrgentPayments-EMS	
CLK UPFa UrgentPayments-FAO	
CLK UPRa UrgentPayments-RET	
CLK UPYa UrgentPayments-YAS	
CLK YouthandStudents POC	
DHS AssessmentServices	
DHS ER A	
DHS ER NSH	
DHS ER OEC	
DHS NECC A	
SA ER TMPa	
SA ER TMPb	
SA ER TMPc	
SA ER TMPt	
SA ER TMPv	
SA ER TMPx	
SA ER TMPy	
SA TPSa AoS SPB	

## Social Security and Welfare – processing skill tag names:

Processing Skill Tags	Category
NV CLK ABY NCL APP	ABSTUDY Processing
NV CLK ABY NCL INCNCL	ABSTUDY Processing
NV CLK ABY NCL TERNCL	ABSTUDY Processing
NV CLK ACTCALL ABY	ABSTUDY Processing
NV CLK APL Student Abstudy	ABSTUDY Processing
NV CLK Away From Base ABY	ABSTUDY Processing
NV CLK Debts Student Abstudy	ABSTUDY Processing
NV CLK General ABY	ABSTUDY Processing
NV CLK General ABY ABT	ABSTUDY Processing
NV CLK Lawful Custody ABY	ABSTUDY Processing
NV CLK NCL Student Abstudy	ABSTUDY Processing
NV CLK NCL Student Abstudy Apprentice	ABSTUDY Processing
NV CLK NCL Student Abstudy BOA	ABSTUDY Processing
NV CLK NCL Student EPA	ABSTUDY Processing
NV CLK Supplement BOA Under16 ABY	ABSTUDY Processing
NV CLK Travel ABY ABS	ABSTUDY Processing
NV CLK Appeal RCA	Aged Care Processing
NV CLK Hardship RCA	Aged Care Processing
NV CLK Home Care RCA	Aged Care Processing
NV CLK NCL RCA	Aged Care Processing
NV CLK ALL CAP	Carers Processing
NV CLK CPCA RVW	Carers Processing
NV CLK EXTProcessing CAR	Carers Processing
NV CLK IRP CPCA	Carers Processing
NV CLK Non Claim CPCA	Carers Processing
NV CLK PD CAR	Carers Processing
NV CLK PD CDA	Carers Processing
NV CLK CP Verbal CrP Granted	Crisis Payment Processing
NV CLK NCL NHE Crisis Payment	Crisis Payment Processing
NV CLK Verbal Crisis Payment REJ	Crisis Payment Processing
NV CLK ESAT Appointment Management	Disabilities Processing
NV CLK ESAT DSP	Disabilities Processing
NV CLK EXTProcessing DIS	Disabilities Processing
NV CLK IRP DSP	Disabilities Processing
NV CLK JCA DSP	Disabilities Processing
NV CLK NCL MOB	Disabilities Processing
NV CLK PD DSP	Disabilities Processing
NV CLK Appeal AGDRP	Emergency & Disaster Processing
NV CLK Appeal COVDP	Emergency & Disaster Processing
NV CLK Appeal DRA	Emergency & Disaster Processing
NV CLK Appeal PDP	Emergency & Disaster Processing
NV CLK Claim Related Work AVTOP	Emergency & Disaster Processing
NV CLK DRA PD	Emergency & Disaster Processing
NV CLK DRP PD	Emergency & Disaster Processing
NV CLK NCL AGDRP	Emergency & Disaster Processing
NV CLK NCL COVP	Emergency & Disaster Processing
NV CLK NCL DRA	Emergency & Disaster Processing
NV CLK NCL PDP	Emergency & Disaster Processing
NV CLK Peak Strategy 111	Emergency & Disaster Processing
NV CLK PLDP PD	Emergency & Disaster Processing
NV CLK ACTCALL ACCS	Families and Child Care Processing
NV CLK ACTCALL FCC	Families and Child Care Processing
NV CLK ACTDOC FCC MIV	Families and Child Care Processing
NV CLK APL PP	Families and Child Care Processing
NV CLK Appeal FCC	Families and Child Care Processing
NV CLK Appeal FCC International	Families and Child Care Processing
NV CLK Appeal MIV	Families and Child Care Processing
NV CLK Appeal PPL Employer	Families and Child Care Processing
NV CLK Appeals ACCS	Families and Child Care Processing
NV CLK ASSM FCC Reconciliation	Families and Child Care Processing

NV CLK CALDOC FCC MIV	Families and Child Care Processing
NV CLK CCS DECCHI RECO	Families and Child Care Processing
NV CLK CCS LGEARR RECO	Families and Child Care Processing
NV CLK CCS LGEDBT RECO	Families and Child Care Processing
NV CLK Debts FCC Reconciliation	Families and Child Care Processing
NV CLK EXTProcessing FCC	Families and Child Care Processing
NV CLK FCC Manual Intervention	Families and Child Care Processing
NV CLK General FCC Bereavement	Families and Child Care Processing
NV CLK General FCC MIV Priority	Families and Child Care Processing
NV CLK General FCC Non Claim	Families and Child Care Processing
NV CLK General PPL EPT	Families and Child Care Processing
NV CLK NCL CCS CWB	Families and Child Care Processing
NV CLK NCL CCS GEN	Families and Child Care Processing
NV CLK NCL CCS GRDPT	Families and Child Care Processing
NV CLK NCL CCS ONLY	Families and Child Care Processing
NV CLK NCL CCS TFH	Families and Child Care Processing
NV CLK NCL CCS TTW	Families and Child Care Processing
NV CLK NCL DAP PD	Families and Child Care Processing
NV CLK NCL FCC DAP	Families and Child Care Processing
NV CLK NCL FCC DOP	Families and Child Care Processing
NV CLK NCL FCC FTB	Families and Child Care Processing
NV CLK NCL FCC FTB LSC	Families and Child Care Processing
NV CLK NCL FCC International	Families and Child Care Processing
NV CLK NCL FCC PPL	Families and Child Care Processing
NV CLK NCL FTB LSC PD	Families and Child Care Processing
NV CLK NCL FTB PD	Families and Child Care Processing
NV CLK NCL PP	Families and Child Care Processing
NV CLK NCL PPL PD	Families and Child Care Processing
NV CLK Non Claim MIV	Families and Child Care Processing
NV CLK OLC PP	Families and Child Care Processing
NV CLK REA FCC RECO MIV	Families and Child Care Processing
NV CLK RVW Families DOP EIR	Families and Child Care Processing
NV CLK RVW FCC EIR RECO	Families and Child Care Processing
NV CLK SBP CLAIM	Families and Child Care Processing
NV CLK Appeal FHA	FHA Processing
NV CLK Debts FHA	FHA Processing
NV CLK FHA	FHA Processing
NV CLK FHA Voucher Activity Support	FHA Processing
NV CLK FHA Voucher Financial Support	FHA Processing
NV CLK NCL FHA	FHA Processing
NV CLK Reconciliation FHA	FHA Processing
NV CLK Remote	I&R Processing
NV CLK ACTCALL AoS	Jobseeker Processing
NV CLK ACTCALL Jobseeker	Jobseeker Processing
NV CLK APL Jobseeker	Jobseeker Processing
NV CLK Bond Failed To Supply AoS	Jobseeker Processing
NV CLK Bond Release AoS	Jobseeker Processing
NV CLK EXTProcessing EMS	Jobseeker Processing
NV CLK IRP EMEP	Jobseeker Processing
NV CLK NCL AoS	Jobseeker Processing
NV CLK NCL EMEP	Jobseeker Processing
NV CLK NCL Jobseeker	Jobseeker Processing
NV CLK NCL Partner Bereavement	Jobseeker Processing
NV CLK NCL SPB	Jobseeker Processing
NV CLK NCL SPB PD	Jobseeker Processing
NV CLK OLC NSA JSK and JSP OLC	Jobseeker Processing
NV CLK OLC YAL JSK	Jobseeker Processing
NV CLK PI APPT	Jobseeker Processing
NV CLK RVW AoS	Jobseeker Processing
NV CLK RVW SPB	Jobseeker Processing
NV CLK SME QA AOS	Jobseeker Processing
NV CLK SME QA SPL	Jobseeker Processing



NV CLK AISR HANDOFF	Older Australians Processing
NV CLK AISR MATCHING	Older Australians Processing
NV CLK DUAL OLC AGE	Older Australians Processing
NV CLK EXTProcessing OA	Older Australians Processing
NV CLK IRP AGE	Older Australians Processing
NV CLK NCL SHC	Older Australians Processing
NV CLK OLC SHC	Older Australians Processing
NV CLK OLC TFR AGE	Older Australians Processing
NV CLK SAP OLC AGE	Older Australians Processing
NV CLK Appeal Participation	Participation Solutions Processing
NV CLK OLC JSK UNPP	Participation Solutions Processing
NV CLK Participation Fail	Participation Solutions Processing
NV CLK Participation Fail 8Week	Participation Solutions Processing
NV CLK Participation Fail 8Week CDEP	Participation Solutions Processing
NV CLK Participation Fail CDEP	Participation Solutions Processing
NV CLK ACTCALL AIC	Students Processing
NV CLK ACTCALL EPF	Students Processing
NV CLK ACTCALL Student	Students Processing
NV CLK ACTCALL UTLAH	Students Processing
NV CLK APL AIC	Students Processing
NV CLK APL Student	Students Processing
NV CLK APL Student Apprentice	Students Processing
NV CLK APL Student PES	Students Processing
NV CLK APL Student TAP	Students Processing
NV CLK Appeal LIC	Students Processing
NV CLK Debts AIC	Students Processing
NV CLK Debts Student Apprentice	Students Processing
NV CLK Debts Student PES	Students Processing
NV CLK EPF NCL	Students Processing
NV CLK EXTProcessing STU	Students Processing
NV CLK General AIC	Students Processing
NV CLK General Student Apprentice	Students Processing
NV CLK General UTLAH	Students Processing
NV CLK NCL Student AIC	Students Processing
NV CLK NCL Student Apprentice	Students Processing
NV CLK NCL Student Austudy	Students Processing
NV CLK NCL Student EPF	Students Processing
NV CLK NCL Student Fares	Students Processing
NV CLK NCL Student TAP	Students Processing
NV CLK NCL Student YAL Over22	Students Processing
NV CLK NCL Student YAL Under22	Students Processing
NV CLK NCL TFR Student	Students Processing
NV CLK NCL TFR Student Austudy	Students Processing
NV CLK NCL UTLAH	Students Processing
NV CLK NCL UTLAH SME	Students Processing
NV CLK NCL UTLAH Urgent	Students Processing
NV CLK OLC LIC	Students Processing
NV CLK Peak Strategy 16	Students Processing
NV CLK Peak Strategy 20	Students Processing
NV CLK Peak Strategy 53	Students Processing
NV CLK RVW AIC	Students Processing
NV CLK RVW EPF	Students Processing
NV CLK RVW Student PIT	Students Processing
NV CLK Student TAP RVW	Students Processing
F2F CLK General MOCA	
NC CLK General Classification BI	
NV CLK AAT1 CARCHIVE	
NV CLK AAT1 CEMERGENCY	
NV CLK AAT1 CEMPLOYMENT	
NV CLK AAT1 CFAMILIES	
NV CLK AAT1 CFRAUD	
NV CLK AAT1 CMOCA	

NV CLK AAT1 CMPARTY	
NV CLK AAT1 CPENSIONS	
NV CLK AAT1 CRESIDENCY	
NV CLK AAT1 CSTUDENTS	
NV CLK AAT1 CTRAINING	
NV CLK AAT1 CTRUST COMPANY	
NV CLK AAT1 Initial Requests	
NV CLK AAT1 Task Card Author	
NV CLK AAT1 WLM	
NV CLK ABY PHASE UPD	
NV CLK ACT CALL Cashless Debit Card	
NV CLK ACT Jobseeker JOC	
NV CLK ACTCALL Bereavement	
NV CLK ACTCALL FCC ATO Liaison	
NV CLK ACTCALL FCC DOP	
NV CLK ACTCALL FCC International	
NV CLK ACTCALL Financial Information	
NV CLK ACTCALL GENERAL	
NV CLK ACTCALL LIC	
NV CLK ACTCALL MOB	
NV CLK ACTCALL PP	
NV CLK ACTCALL PPL EPT	
NV CLK ACTCALL Serious Non Compliance	
NV CLK ACTCALL SPB	
NV CLK ACTCALL Student CART	
NV CLK Adult CPCA	
NV CLK Advance FCC DOP	
NV CLK Advance Manual Follow Up	
NV CLK Advance Refund	
NV CLK AIR IM017	
NV CLK AIR Liaison IMMU	
NV CLK AISR EIR	
NV CLK All PDB	
NV CLK AoS Anomaly Compliance Officer	
NV CLK APL MOB	
NV CLK APL MOCA	
NV CLK APL SKA	
NV CLK APL Student TAP ABY	
NV CLK Appeal CAR DIS Telephony	
NV CLK Appeal CMM	
NV CLK Appeal DBT RCV	
NV CLK Appeal DMN	
NV CLK Appeal FCC Telephony	
NV CLK Appeal General	
NV CLK Appeal OA Telephony	
NV CLK Appeal Student CART	
NV CLK Appeal Telephony	
NV CLK APPEALS ARO	
NV CLK APPEALS SME	
NV CLK ARO Carers	
NV CLK ARO Debts	
NV CLK ARO DSP	
NV CLK ARO Implementation Debts	
NV CLK ARO Implementation Disabilities	
NV CLK ARO Implementation Employment	
NV CLK ARO Implementation Families	
NV CLK ARO Implementation Other	
NV CLK ARO Implementation Seniors	
NV CLK ARO MOCA	
NV CLK ARO Start Date	
NV CLK ASSM Section 24 Access	
NV CLK Attribute Austria INTL	

NV CLK Attribute Croatia INTL	
NV CLK Attribute Denmark INTL	
NV CLK Attribute Germany INTL	
NV CLK Attribute Greece INTL	
NV CLK Attribute Italy INTL	
NV CLK Attribute Malta INTL	
NV CLK Attribute NZ INTL	
NV CLK Attribute Urgent	
NV CLK BI Referral CAO	
NV CLK CALL Jobseeker JOC	
NV CLK CAO STREAM	
NV CLK CDC EIR	
NV CLK CDC EXIT	
NV CLK CDC EXIT Service Officer	
NV CLK CDC GEN	
NV CLK CDC SWITCHON OTH	
NV CLK CFP Proof Of Arrival INTL	
NV CLK CFP Review INTL	
NV CLK CFT Complaint Anonymous Online	
NV CLK CFT Complaint MyGov	
NV CLK CFT LEVEL 1 ABY	
NV CLK CFT LEVEL 1 CAO	
NV CLK CFT LEVEL 1 CAR	
NV CLK CFT LEVEL 1 DIGI	
NV CLK CFT LEVEL 1 DIS	
NV CLK CFT LEVEL 1 EIM	
NV CLK CFT LEVEL 1 EMERG	
NV CLK CFT Level 1 EMG	
NV CLK CFT LEVEL 1 FAM	
NV CLK CFT LEVEL 1 GEN	
NV CLK CFT Level 1 General	
NV CLK CFT LEVEL 1 INTL	
NV CLK CFT LEVEL 1 JSK	
NV CLK CFT LEVEL 1 OA	
NV CLK CFT LEVEL 1 PP	
NV CLK CFT LEVEL 1 RCA CALCULATION	
NV CLK CFT LEVEL 1 RCA HARSHIP	
NV CLK CFT LEVEL 1 STU	
NV CLK CFT Online Complaint Self Service	
NV CLK Charges CMM	
NV CLK Child CPCA	
NV CLK CIS Classification	
NV CLK CIS Classify	
NV CLK Classification International INTL	
NV CLK Clearances CMM	
NV CLK COC	
NV CLK COMPASSDEBT EXTRA 1	
NV CLK COMPASSDEBT EXTRA 2	
NV CLK Compliance JBK Processing	
NV CLK Compliance MDC Debt Activities	
NV CLK Compliance MDC General Activity	
NV CLK Compliance MDC Intervention DOC	
NV CLK Compliance MDC CALLACT	
NV CLK Compliance MDC SME	
NV CLK Compliance POL Priority	
NV CLK Compliance POL SME	
NV CLK Compliance SLI Dbt Rec Activities	
NV CLK Compliance SLI Debt Activities	
NV CLK Compliance SLI Debt Doc	
NV CLK Compliance SLI General Activity	
NV CLK Compliance SLI Incomplete Advice	
NV CLK Compliance SLI Intervention DOC	

NV CLK Compliance SLI Priority	
NV CLK Compliance SLI SME	
NV CLK Compliance SLI MFU	
NV CLK Compliance TQI CALLACT	
NV CLK Compliance TQI SME	
NV CLK Compliance TRI Dbt Rec Activities	
NV CLK Compliance TRI Debt Activities	
NV CLK Compliance TRI Debt Doc	
NV CLK Compliance TRI General Activity	
NV CLK Compliance TRI Incomplete Advice	
NV CLK Compliance TRI Intervention DOC	
NV CLK Compliance TRI Priority	
NV CLK Compliance TRI SME	
NV CLK Compliance TRI MFU	
NV CLK Compliance TVU Dbt Rec Activities	
NV CLK Compliance UII Priority	
NV CLK Compliance UII SME AOIS	
NV CLK Compliance UII SME BAU	
NV CLK Compliance MDC DBT RCV Activity	
NV CLK Compliance MDC Debt DOC	
NV CLK Compliance SDS Returned Item	
NV CLK Contracts Centrepay	
NV CLK CPI General INTL	
NV CLK CRB SDSGEN	
NV CLK CRB SDSQER	
NV CLK CRB SDSQOC	
NV CLK Customer Service DRT	
NV CLK DBT RCV Customer Service	
NV CLK DBT RCV No Arrangement	
NV CLK DBT RCV Over Recovered	
NV CLK Debt General INTL	
NV CLK Debts AoS	
NV CLK Debts FCC DOP	
NV CLK Debts MOB	
NV CLK Debts PPLEPT	
NV CLK Debts RCV Bankruptcy CUS Service	
NV CLK Debts RCV Finance CUS Service	
NV CLK Debts Student CART	
NV CLK DIBP SRSS	
NV CLK DRA CAO	
NV CLK DRA CYCLONE	
NV CLK DVA Clearance Daily Processing	
NV CLK EIM GEN	
NV CLK Embargo General INTL	
NV CLK EROD CAT2	
NV CLK EROD CAT3	
NV CLK EROD DECCAN	
NV CLK EROD DECCOP	
NV CLK EROD DECGMC	
NV CLK EROD DECINC	
NV CLK EROD DECMED	
NV CLK EROD DECOVP	
NV CLK EROD DECPSF	
NV CLK EROD DECRAT	
NV CLK EROD DECREJ	
NV CLK EROD DECSNC	
NV CLK EROD DECSTA	
NV CLK EROD DECSUS	
NV CLK EROD DECTAC	
NV CLK EROD PYTABS	
NV CLK EROD PYTAG	
NV CLK EROD PYTAGP	

NV CLK EROD PYTAOS	
NV CLK EROD PYTAUS	
NV CLK EROD PYTBBY	
NV CLK EROD PYTBVA	
NV CLK EROD PYTCAA	
NV CLK EROD PYTCAR	
NV CLK EROD PYTCCF	
NV CLK EROD PYTCES	
NV CLK EROD PYTCRI	
NV CLK EROD PYTDAP	
NV CLK EROD PYTDSP	
NV CLK EROD PYTDVC	
NV CLK EROD PYTEIC	
NV CLK EROD PYTFHA	
NV CLK EROD PYFTB	
NV CLK EROD PYTHCC	
NV CLK EROD PYTINM	
NV CLK EROD PYTJFA	
NV CLK EROD PYTMOB	
NV CLK EROD PYTNSA	
NV CLK EROD PYTOTH	
NV CLK EROD PYTPPA	
NV CLK EROD PYTPPL	
NV CLK EROD PYTRA	
NV CLK EROD PYTSA	
NV CLK EROD PYTSKB	
NV CLK EROD PYTSPB	
NV CLK EROD PYTSSP	
NV CLK EROD PYTWA	
NV CLK EROD PYTWFA	
NV CLK EROD PYTYAL	
NV CLK ESAt DIS WVA	
NV CLK Executor Requests NBG	
NV CLK Expense Request IM	
NV CLK FCC SSO	
NV CLK FHA NCL CAO	
NV CLK Foreign PEN APL Request INTL	
NV CLK Foreign PEN General INTL	
NV CLK Foreign PEN NZ CFP INTL	
NV CLK Foreign PEN UPD EIR Explanation I	
NV CLK Foreign PEN UPD General INTL	
NV CLK GCD REF DSP	
NV CLK GEN BAI	
NV CLK Gender Change	
NV CLK General Bereavement Non Claim	
NV CLK General CCS	
NV CLK General CCS EXC	
NV CLK General Classification	
NV CLK General Classification Support	
NV CLK General Customer Service CMM	
NV CLK General DOP Non Claim	
NV CLK General DSP	
NV CLK General EMEP	
NV CLK General EPF	
NV CLK General ESAt Jobseeker	
NV CLK General FCC ACO	
NV CLK General FCC International	
NV CLK General FCC PPLEPT CADSTA	
NV CLK General Jobseeker	
NV CLK General MOB	
NV CLK General MOCA	
NV CLK General ParentsNext	

NV CLK General ParentsNext Hub1	
NV CLK General ParentsNext Hub2	
NV CLK General ParentsNext Hub3	
NV CLK General ParentsNext Hub4	
NV CLK General ParentsNext Hub5	
NV CLK General ParentsNext Hub6	
NV CLK General ParentsNext Hub9	
NV CLK General PPL EPT POB	
NV CLK General PPLEPT Fairwork	
NV CLK General PPLEPT Revocation	
NV CLK General Section 24 SPB	
NV CLK General SPB	
NV CLK General SRSS	
NV CLK General Student	
NV CLK GenProcessing MOCA	
NV CLK GenProcessing Phase 1	
NV CLK GenProcessing Phase 10	
NV CLK GenProcessing Phase 10MS	
NV CLK GenProcessing Phase 2	
NV CLK GenProcessing Phase 3	
NV CLK GenProcessing Phase 4	
NV CLK GenProcessing Phase 5	
NV CLK GenProcessing Phase 6	
NV CLK GenProcessing Phase 7	
NV CLK GenProcessing Phase 8	
NV CLK GenProcessing Phase 9	
NV CLK Hardship Referral CAO	
NV CLK Hardship Review CAO	
NV CLK HEAS CAO	
NV CLK HEAS General	
NV CLK Homeless Indicator Access	
NV CLK ID REMAD	
NV CLK ID REMID	
NV CLK Identity Helpdesk	
NV CLK Identity SME	
NV CLK IDO ADMIN INTL	
NV CLK IDO Agreement INTL	
NV CLK IDO Appeal INTL	
NV CLK IDO Extension INTL	
NV CLK IDO NCL INTL	
NV CLK IDO NWC INTL	
NV CLK IM Cape York Trial	
NV CLK Immigration Reference INTL	
NV CLK INCASS Domestic Circs INTL	
NV CLK INCASS Home Vacation INTL	
NV CLK INCASS NZ INTL	
NV CLK INTL Death Processing	
NV CLK INTL DEX CUST	
NV CLK INTL Foreign Pen CLM Complex	
NV CLK INTL FP CLM NZ INV CLM	
NV CLK INTL INCASS Complex	
NV CLK INTL NCL IN NZ	
NV CLK INTL Payment Processing	
NV CLK INTL Portability Complex	
NV CLK INTL Portability Intermediate	
NV CLK INTL QRENARWP	
NV CLK INTL RES Complex	
NV CLK INTL RES Intermediate	
NV CLK IRP CAO	
NV CLK Jobseeker Claim Transfer Appt	
NV CLK JSP STPJSP	
NV CLK Language Greek	

NV CLK Language Hindi	
NV CLK Language Italian	
NV CLK Language Kirundi	
NV CLK Language Portuguese	
NV CLK Language Sinhalese	
NV CLK Language Urdu	
NV CLK Lump Sum BVA	
NV CLK MFU Advices Access	
NV CLK MFU FCC AOC	
NV CLK MFU FCC PPLEPT	
NV CLK MFU MOB NDIA	
NV CLK MFU RCA	
NV CLK MFU Student	
NV CLK NCL Canada 2 INTL	
NV CLK NCL Canada INTL	
NV CLK NCL AGE CIS	
NV CLK NCL AGE INTL	
NV CLK NCL Austria INTL	
NV CLK NCL Belgium 2 INTL	
NV CLK NCL Belgium INTL	
NV CLK NCL BVA	
NV CLK NCL BVA INTL	
NV CLK NCL CAR	
NV CLK NCL CAR INTL	
NV CLK NCL CARER	
NV CLK NCL CDA	
NV CLK NCL Chile INTL	
NV CLK NCL COVISP	
NV CLK NCL Croatia 2 INTL	
NV CLK NCL Croatia INTL	
NV CLK NCL CRTSOA	
NV CLK NCL CSP AOS	
NV CLK NCL Cyprus 2 INTL	
NV CLK NCL Cyprus INTL	
NV CLK NCL Czech Rep 2 INTL	
NV CLK NCL Czech Rep INTL	
NV CLK NCL Denmark 2 INTL	
NV CLK NCL Denmark INTL	
NV CLK NCL DIS CAR CIS	
NV CLK NCL Domestic NZ INTL	
NV CLK NCL DSP	
NV CLK NCL DSP INTL	
NV CLK NCL Estonia INTL	
NV CLK NCL FCC Baby Bonus	
NV CLK NCL FCC JET	
NV CLK NCL Finland INTL	
NV CLK NCL FTB PD SHARED	
NV CLK NCL General INTL	
NV CLK NCL Germany 2 INTL	
NV CLK NCL Germany INTL	
NV CLK NCL Greece INTL	
NV CLK NCL Hungary INTL	
NV CLK NCL Income Support Allowance	
NV CLK NCL India INTL	
NV CLK NCL Ireland 2 INTL	
NV CLK NCL Ireland INTL	
NV CLK NCL IRP INTL	
NV CLK NCL Italy 2 INTL	
NV CLK NCL Italy INTL	
NV CLK NCL Japan INTL	
NV CLK NCL Jobseeker YAL	
NV CLK NCL Korea INTL	

NV CLK NCL Latvia INTL	
NV CLK NCL LIC	
NV CLK NCL Low Income Supplement	
NV CLK NCL Macedonia INTL	
NV CLK NCL Malta 2 INTL	
NV CLK NCL Malta INTL	
NV CLK NCL MH17	
NV CLK NCL Netherlands 2 INTL	
NV CLK NCL Netherlands INTL	
NV CLK NCL Norway INTL	
NV CLK NCL NZ 2 INTL	
NV CLK NCL NZ INTL	
NV CLK NCL Poland INTL	
NV CLK NCL Portugal 2 INTL	
NV CLK NCL Portugal INTL	
NV CLK NCL Pre Release	
NV CLK NCL Prison Release	
NV CLK NCL Referral CAO	
NV CLK NCL Refugee	
NV CLK NCL SHEV TPV SPB PD	
NV CLK NCL SKA	
NV CLK NCL Slovak Rep INTL	
NV CLK NCL Slovenia 2 INTL	
NV CLK NCL Slovenia INTL	
NV CLK NCL Spain 2 INTL	
NV CLK NCL Spain INTL	
NV CLK NCL SRSS	
NV CLK NCL Student Regional	
NV CLK NCL Student TAP ABY	
NV CLK NCL Student YAL STP GRANT	
NV CLK NCL Student YAL STP REJECT	
NV CLK NCL Switzerland 2 INTL	
NV CLK NCL Switzerland INTL	
NV CLK NCL TCDP	
NV CLK NCL US 2 INTL	
NV CLK NCL US INTL	
NV CLK NCL WDA	
NV CLK NCL YAL 3RD	
NV CLK NNCL JSK POI	
NV CLK NNCL Separation Details	
NV CLK NOG General INTL	
NV CLK NOMINEE OTHER	
NV CLK Non Claim DSP	
NV CLK Non Claim RCA	
NV CLK Non Review CART	
NV CLK OCI EIM Due Date Reached	
NV CLK OLC Direct AGE	
NV CLK OLC CAR	
NV CLK OLC CDA	
NV CLK OLC Commencement of study YAL	
NV CLK OLC Direct FCC Post	
NV CLK OLC Direct FCC Pre	
NV CLK OLC LIC Quality Assurance	
NV CLK OLC TFR Direct AGE	
NV CLK OPPLAN Urg Action Req'd	
NV CLK Peak Strategy 1	
NV CLK Peak Strategy 10	
NV CLK Peak Strategy 100	
NV CLK Peak Strategy 103	
NV CLK Peak Strategy 104	
NV CLK Peak Strategy 105	
NV CLK Peak Strategy 107	



NV CLK Peak Strategy 108	
NV CLK Peak Strategy 11	
NV CLK Peak Strategy 110	
NV CLK Peak Strategy 112	
NV CLK Peak Strategy 114	
NV CLK Peak Strategy 115	
NV CLK Peak Strategy 116	
NV CLK Peak Strategy 117	
NV CLK Peak Strategy 119	
NV CLK Peak Strategy 12	
NV CLK Peak Strategy 120	
NV CLK Peak Strategy 14	
NV CLK Peak Strategy 19	
NV CLK Peak Strategy 2	
NV CLK Peak Strategy 21	
NV CLK Peak Strategy 23	
NV CLK Peak Strategy 30	
NV CLK Peak Strategy 31	
NV CLK Peak Strategy 33	
NV CLK Peak Strategy 34	
NV CLK Peak Strategy 36	
NV CLK Peak Strategy 37	
NV CLK Peak Strategy 38	
NV CLK Peak Strategy 39	
NV CLK Peak Strategy 41	
NV CLK Peak Strategy 43	
NV CLK Peak Strategy 45	
NV CLK Peak Strategy 47	
NV CLK Peak Strategy 48	
NV CLK Peak Strategy 56	
NV CLK Peak Strategy 57	
NV CLK Peak Strategy 58	
NV CLK Peak Strategy 59	
NV CLK Peak Strategy 60	
NV CLK Peak Strategy 62	
NV CLK Peak Strategy 64	
NV CLK Peak Strategy 66	
NV CLK Peak Strategy 72	
NV CLK Peak Strategy 73	
NV CLK Peak Strategy 75	
NV CLK Peak Strategy 76	
NV CLK Peak Strategy 8	
NV CLK Peak Strategy 80	
NV CLK Peak Strategy 82	
NV CLK Peak Strategy 83	
NV CLK Peak Strategy 84	
NV CLK Peak Strategy 85	
NV CLK Peak Strategy 86	
NV CLK Peak Strategy 87	
NV CLK Peak Strategy 89	
NV CLK Peak Strategy 92	
NV CLK Peak Strategy 93	
NV CLK Periodics CMM	
NV CLK PI DEBT CARER DISABILITY DEBT	
NV CLK PI DEBT DECEASED CUSTOMER DEBT	
NV CLK PI DEBT FAMILIES DEBT	
NV CLK PI DEBT OLDER AUSTRALIAN DEBT	
NV CLK PI DEBT PROJECT DEBT	
NV CLK PI DEBT STUDENT DEBT	
NV CLK PI DEBT WORKING AGE DEBT	
NV CLK PI RCV DPO	
NV CLK PI RCV HIGH VALUE	

NV CLK PI RCV TASKFORCE	
NV CLK PNX Phone Appts	
NV CLK POL	
NV CLK Portability Complex INTL	
NV CLK Portability Extended INTL	
NV CLK Portability General INTL	
NV CLK Portability Long Term INTL	
NV CLK RA Business Administrator	
NV CLK RA Manager	
NV CLK RA Officer Level 1	
NV CLK RA Officer Level 2	
NV CLK RA Officer Level 3	
NV CLK Random Sample Surveys RSS	
NV CLK RCV SRSS	
NV CLK REA AUS	
NV CLK REA FCC AOC	
NV CLK REA FCC PPLEPT Disputes	
NV CLK REA IQN Cashless Debit Card	
NV CLK REA Student	
NV CLK Referral CLI MLC DQU	
NV CLK Referral Excellent DQU	
NV CLK Referral Good DQU	
NV CLK Referral Identity CON	
NV CLK Referral Identity REM	
NV CLK Referral Multiple CHI Record DQU	
NV CLK Referral Multiple PER Record DQU	
NV CLK Referral SCE CAD DQU	
NV CLK Referral SQL Group DQU	
NV CLK Referral Target Group DQU	
NV CLK REQ Bond AoS	
NV CLK Request DQU Generic	
NV CLK Request Remediation DQU	
NV CLK Residence General INTL	
NV CLK RESTRICTED ACCESS MANAGEMENT	
NV CLK Restricted Portability	
NV CLK Review GEN CAO	
NV CLK RVW 6months SRSS	
NV CLK RVW Bereavement	
NV CLK RVW Bereavement EIR	
NV CLK RVW Exceptional Circumstances	
NV CLK RVW SKA	
NV CLK RVW Student AUS	
NV CLK RVW Student YAL	
NV CLK SA325 Centrepay Deduction	
NV CLK SAP TTA	
NV CLK SCN AoS SPB	
NV CLK SDT Assessment CAO	
NV CLK SDT IRP CAO	
NV CLK Smart Centre General INTL	
NV CLK Smart Centre NZ INTL	
NV CLK Smart Centre SME INTL	
NV CLK Smart Centre Translation INTL	
NV CLK SMO CAO	
NV CLK SNC Brisbane	
NV CLK SPR PHONE APPTS	
NV CLK SSIA PILOT	
NV CLK SSP SRSS	
NV CLK Start Date AoS	
NV CLK STP	
NV CLK STP General	
NV CLK Student TAP ABY RVW	
NV CLK SUOR ONLINE	

NV CLK Supported Wage System	
NV CLK SURGE OA1	
NV CLK SURGE OA2	
NV CLK SWO Triage	
NV CLK TFR AGE	
NV CLK Top Up PDB	
NV CLK TPP Support Officer	
NV CLK U35 General DSP	
NV CLK U35 RVW DSP	
NV CLK Unknown Adult Child CPCA	
NV CLK Updates ACT DOC INTL	
NV CLK Updates Call DOC INTL	
NV CLK VCAPP Identity	
NV CLK Vulnerability Indicator Access	
NV CLK Weekly Payment Review	
NV CLK ZRA1 SENSITIVE CUSTOMERS	