

Senate Community Affairs Legislation Committee

**ADDITIONAL ESTIMATES – 11 FEBRUARY 2016
ANSWER TO QUESTION ON NOTICE**

Department of Human Services

Topic: Transactions by program and payment type

Question reference number: HS 134

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 2

Question:

By program and payment type how many transactions did the department administer in the financial years 2013-14, 2014-2015, and so far in 2015-16?

Answer:

The following table details the department's transaction numbers by programme and payment type.

Table 1

| Programme | Payment/Service Type | Approximate Transaction Count ('000s) | | |
|--|---|---------------------------------------|---------|-------------------------------|
| | | 2013-14 | 2014-15 | 2015-16 (as at 31/12/2015) |
| Centrelink | Abstudy | 968 | 979 | 502 |
| | Age Pension | 29,340 | 32,710 | 17,415 |
| | Austudy | 2,660 | 2,940 | 1,747 |
| | Baby Bonus | 190 | 30 | 13 |
| | Carer Allowance | 1,370 | 1,440 | 832 |
| | Carer Payment | 8,490 | 9,410 | 5,376 |
| | Centrepay | 3,460 | 3,480 | 1,797 |
| | Child Care Benefit | 7,580 | 8,000 | 5,136 |
| | Commonwealth Seniors Health Card (CSHC) | 725 | 849 | 423 |
| | Crisis Payment | 93 | 98 | 53 |
| | Dad and Partner Pay | 334 | 403 | 265 |
| | Disability Support Pension | 20,720 | 20,620 | 11,037 |
| | Family Tax Benefit | 28,370 | 28,600 | 17,416 |
| | Income Management | 4,360 | 4,890 | 3,356 |
| | Low Income Health Care Card (LIC) | 2,350 | 2,620 | 1,616 |
| | Low Income Supplement | 159 | 158 | 77 |
| | Mobility Allowance | 163 | 168 | 92 |
| | Newstart Allowance | 66,610 | 70,670 | 38,643 |
| | Paid Parental Leave | 1,600 | 2,070 | 1,378 |
| | Parenting Payment Partnered | 7,220 | 7,990 | 4,712 |
| | Parenting Payment Single | 24,240 | 26,500 | 15,413 |
| | Sickness Allowance | 592 | 641 | 444 |
| | Special Benefits | 282 | 322 | 179 |
| | Widow Allowance | 448 | 408 | 192 |
| | Wife Pension Age | 89 | 83 | 39 |
| | Wife Pension Disability | 140 | 122 | 56 |
| Youth Allowance (Job seeker) | 15,100 | 15,440 | 7,723 | |
| Youth Allowance (Students and Apprentices) | 10,770 | 12,570 | 7,119 | |
| Medicare | Consumer Enrolment | 17,390 | 14,694 | 10,293 |
| | Medicare | 358,300 | 373,400 | 190,130 |
| | Pharmaceutical Benefits Scheme | 224,170 | 225,560 | 117,960 |
| Child Support | Child Support Assessment | 2,760 | 3,370 | 1,556 |

Notes:

1. Transactions for all programmes include those performed through all channels – (self-service and digital, online, interactive voice response, Express Plus mobile app, Electronic Data Interchange) and staff-assisted channels (face-to-face and call centres).
2. The transaction count does not include third party transactions and payments administered by the department on behalf of other agencies, transfers of monies to customer accounts, or outbound communication through all channels.
3. While these transactions are representative of the majority of the work undertaken within the department, there are a number of other payment types and services that have not been included. Including transactions for these excluded payment types and services, would require an unreasonable diversion of departmental resources.
4. The numbers reported here may differ slightly to those listed in the Annual Report as some programmes / payments may not be included in the Annual Report.
5. Medicare Consumer Enrolment numbers reported in previous versions included all interactions (i.e. paper and digital letters). From 2015-16, data sources became available which allow the distinction between transactions and customer correspondence. The Medicare Consumer Enrolment numbers have been revised to include transaction data only.