

## Senate Community Affairs Legislation Committee

### ADDITIONAL ESTIMATES - 27 FEBRUARY 2014 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Express Plus Mobile Apps

**Question reference number:** HS 149

**Senator:** Cameron

**Type of question:** Written

**Date set by the committee for the return of answer:** 24 April 2014

**Number of pages:** 1

**Question:**

I refer to HS 72 concerning Express Plus mobile apps. Please update answers (a) and (b).

**Answer:**

a) In the 2012-13 financial year there were 753,018 downloads of the Express Plus Apps. Apps available during this period were:

- Students: released 9 August 2012;
- Job seekers: released 4 October 2012;
- Families: released 30 November 2012;
- Seniors: released 20 December 2012; and
- Lite (multilingual): released 10 June 2013.

To date in 2013-14 (1 July 2013 to 28 February 2014) there have been an additional 1,081,420 downloads of the Express Plus Apps. One new app has been released in this period:

- Medicare: released 27 July 2013.

b) For the purpose of this answer “active users” are defined as those customers who undertook at least one transaction via an Express Plus App (Centrelink) in the period.

- Active users for the period 1 July 2012 to 30 June 2013: 441,446.
- Active users for the period 1 July 2013 to 28 February 2014: 862,370.

Note that some customers may have been active users in both periods and are therefore counted in both of the figures above.