



# Digital Services Forecast

## Centrelink Programme

Digital Service Offer	Forecast Volumes	
	2014-2015 '000	2015-2016 '000
Report your employment income, activity test or participation requirements	<b>73,700</b>	<b>78,100</b>
Update your personal details and report changes to your circumstances	<b>12,400</b>	<b>13,700</b>
Claim a range of Centrelink payments and concession cards	<b>3,100</b>	<b>5,200</b>
Access electronic messaging and online letters	<b>1,500</b>	<b>1,700</b>
Access information about your past and future payments	<b>46,000</b>	<b>54,000</b>
Manage your Family payments and Child Care Benefits	<b>6,700</b>	<b>7,300</b>
Manage your appointments	<b>530</b>	<b>630</b>
Apply for advance payment	<b>7,800</b>	<b>6,900</b>
Request and submit documents	<b>7,100</b>	<b>7,900</b>
Check the balance of your BasicsCard	<b>1,000</b>	<b>1,300</b>

**Note:** The forecast figures provided are a guide only and may alter depending on seasonality and other contributing factors

<b>Medicare Programme</b>		
<b>Digital Service Offer</b>	<b>Forecast Volumes</b>	
	<b>2014-2015 '000</b>	<b>2015-2016 '000</b>
Update your personal details	<b>5,400</b>	<b>6,100</b>
Manage your Medicare claims & entitlements		
Access your Medicare Card		
View, download and print your letters:		
Manage your Individual Healthcare Identifier		

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<b>Child Support Programme</b>		
<b>Digital Service Offer</b>	<b>Forecast Volumes</b>	
	<b>2014-2015 '000</b>	<b>2015-2016 '000</b>
Update your personal details and report changes to your circumstances	<b>227</b>	<b>268</b>
Manage your payments		

**Note:** The forecast figures provided are a guide only and may alter depending on seasonality and other contributing factors