

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 26 FEBRUARY 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Mobile Apps

Question reference number: HS 44

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 17 April 2015

Number of pages: 9

Questions:

- a) Please list the mobile apps available to customers for self-service applications.
- b) Which services are available through the apps?
- c) Which services are not available through the apps?
- d) Which IT systems need to be upgraded to allow the wider use of apps?
- e) How many apps have been downloaded to date?
- f) How many transactions have been completed through them?
- g) Do the apps meet Apple or Google design guidelines? If not, please list the areas of non-conformity and when the dates when the apps will conform.
- h) How many complaints has the department received about the apps in 2013-14 and 2014-15 to date?

Answers:

- a) The department makes available the following mobile apps to customers for self-service applications:
 - Express Plus Families;
 - Express Plus Job Seekers;
 - Express Plus Students;
 - Express Plus Seniors;
 - Express Plus Centrelink (combines all functions of the Families, Job Seekers, Students, and Seniors apps);
 - Express Plus Lite (allows customers to report their income in Chinese, Vietnamese, and Arabic);
 - Express Plus Medicare; and
 - Express Plus Child Support.

- b) The document provided at Attachment A, Express Plus Apps Services Overview, outlines which services are available through the apps.
- c) The document provided at Attachment A, Express Plus Apps Services Overview, outlines which services are not available through the apps.
- d) The department does not have IT systems that require updating to support the use of the apps. Customers can ensure optimal use of the Express Plus apps by keeping their device operating systems up to date.
- e) The download figures for Express Plus apps from their release dates to 31 January 2015 totals 3,597,265.
- f) From 1 July 2014 to 31 January 2015 more than 32 million transactions have been completed using Express Plus apps.
- g) The Express Plus apps meet both Apple and Google design guidelines.
- h) For the 2013-14 financial year there were 154 customer complaints about the department's mobile apps. From 1 July 2014 to 31 January 2015, there have been 254 customer complaints about the department's mobile apps. The increase in complaints is not unusual given the significant increase in overall downloads and usage from 1 July 2014 to 31 January 2015.

EXPRESS PLUS APPS SERVICES OVERVIEW

Express Plus: Families; Job Seekers; Students; Seniors; Centrelink and Lite app

Functionality	Services	Is service available through the use of an app?
Report your employment income, activity test or participation requirements	Report employment income	Yes
	View employment income (for the previous 12 weeks)	No
	Report activity test/participation requirements	Yes
	View working credit balance	Yes
	View work bonus bank balance	No
	View income bank balance	Yes
	Receive reminders for reporting income	Yes
	Use reporting timesheet to record daily earnings	Yes
	View the details of your reported income	No
	View reporting dates (up to 12 weeks into the future)	No
Update your personal details and report changes to your circumstances	View and update your address details	Yes
	View and update your accommodation details	Yes
	View and update your telephone details	Yes
	View and update your email details	Yes
	View and update your payment destination details	Yes
	View and update your savings account balances	No
	View and update your shares	No
	Update your Family Home Address (for Relocation Scholarship purposes)	No
	Check and update your other assets	No
	Complete your rent assistance review	No
	Complete your Income Stream Review	No
	View and update your study details	Yes
	Advise of details of intended future study	Yes
	Advise of parental income	No
Check independence through work history (students)	No	
Edit an existing or add a new Carer's absence, and view available balances (for respite/hospital care)	No	
Claim a range of payments and concession cards	Newstart Allowance	No
	Youth Allowance	No
	Austudy	No
	Dad and Partner Pay	Yes, but only if pre-registered
	Parenting Payment	No

	Family Tax Benefit	Yes, but only if pre-registered
	Paid Parental Leave	No
	Child Care Benefit	Yes
	Single Income Family Supplement	No
	Farm Household Allowance	No
	Age Pension	No
	Transfer to Age Pension	No
	Essential Medical Equipment Payment	No
	Low Income Supplement	No
	Low Income Family Supplement	No
	Newborn Supplement or Stillborn Baby Payment	Yes
	Australian Government Disaster Recovery Payment	No
	Commonwealth Seniors Health Care Card	No
	Ex-Carer Allowance (Child) Health Care Card	No
	Foster Child Health Care Card	No
	Low Income Health Care Card	No
	Renew Low Income Health Care Card (28 days before & 13 weeks after card's expiry)	No
	View, update, withdraw or cancel your online claim	No
Access electronic messaging and online letters	View Online Letters	Yes
	Subscribe or change your subscription preference to Electronic Messaging and Online Letters. This includes resubscribing to receive your letters online through the myGov Inbox and changing notification preferences	No
	View/update publication subscriptions (News for Seniors, News for Carers, Pulse and Australian Pension News)	No
Access information about your past and future payments	View Payment history (for the last 15 months)	Yes
	View next payment	Yes
	View balance of money you owe	Yes
	View amount paid on money you owe	Yes
	View original overpayment amount	No
	Make a repayment for the money you owe (via Australia Post billpay)	No
	Claim tracker	Yes, via Express Plus Centrelink
Manage your Family payments and Child Care Benefits	View current Family income estimate	Yes
	Update current and next financial year estimate	Yes
		No
	Hear new rate of FTB or CCB based on new estimate (if applicable – customer's also able to accept or reject adjusted FTB rate/CCB percentage if at risk of overpayment)	Yes, via Express Plus Centrelink
	Advise non-lodgement of tax return	Yes

	View FTB reconciliation status (if customer received payments in previous financial year)	Yes
	Use income calculator (to help estimate family income)	Yes
	View Child Care Benefit (CCB) details	Yes
	View Child Care Rebate (CCR) details	Yes
	Claim Child Care Benefit (for approved care)	Yes
	Update Child Care Rebate (CCR) frequency (for next financial year only on App)	Yes
	Update Child Care Rebate (CCR) method	Yes
	View Child Care attendance/absence details	Yes
	Advise of return to work	Yes
	View family income history	No
	View and update child education details (for Family Tax Benefit)	No
	View and update child schooling details (for Child Care Benefit)	No
	View and update work/training/study details (for Child Care Benefit)	No
	Complete Healthy Start for School review	No
	Complete Family Tax Benefit (FTB) Child reviews	No
	Add newborn child	Yes
	Advise change in circumstances for Paid Parental Leave Scheme	No
	Advise change in circumstances for Dad and Partner Pay	No
Manage your appointments	View your appointments	Yes, via Express Plus Centrelink
	Save your appointments in your personal calendar (with date, time and location reminders)	Yes, via Express Plus Centrelink
	Reschedule your appointments	No
Apply for advance payment	Check eligibility for advance payment	Yes
	Apply for advance payment	Yes
	View current & previous advance payment details	Yes
	View repayments made towards an advance	Yes
	Cease future regular FTB advance	Yes
	Check next possible grant date (if date cannot be determined, customer will be advised why).	Yes
	Request a replacement concession card	No
View Digital Wallet (Commonwealth Seniors Health Card, Pensioner Concession Card, Low Income Health Care Card, Health Care Card)	Yes	
Request and submit documents	Request a statement	Yes
	Request Income and Asset statement (including Income statement for Housing authorities)	Yes
	Request Payment Summary (up to the last 7 financial years)	Yes
	Request Reporting statement	No
	Request Deduction statement	Yes
	Request Income Management Statement	No

	Request a rent certificate (if you have recently updated your address or accommodation details)	No
	Capture and upload documents via Document Lodgement Service	Yes
	View the history of documents you have uploaded via Document Lodgement Service	No
	Submit Newborn Child Claim proof of birth (only avail for customers who lodged a pre-claim)	Yes
	Store letters and documents (in the secure vault)	Yes
	Read 'News for Seniors' publication	Yes
	Read 'News for Families' publication	Yes
	Check Basics Card details (card number, name printed on card and expiry date)	No
	Check Basics Card balance (how much money is remaining and how much money is available to be access that day)	Yes
Check the balance of your Basics Card	Check recent Basics Card purchases	Yes
	Check Basics Card transaction history (up to 13 weeks' of recent debit and credit activity)	Yes
	View available Income Management funds	Yes
	View Income Management account balance	Yes
	Update customer's preference for balance to be printed on EFTPOS receipt	Yes
	Transfer funds between Income Management account and Basics Card	Yes
	Check payment details (for customers with an Income Management deduction)	Yes
	Check current expense allocations	Yes

Express Plus Medicare app

Functionality?	Services	Is service available through the use of an app?
Update your personal details	View and update your address details	Yes
	View and update your telephone details	Yes
	View and update your email details	Yes
	View and update your bank account details	Yes
Manage your Medicare claims & entitlements	Confirm eligibility and entitlement balance for the Child Dental Benefits Schedule	No
	Lodge a Medicare claim	Yes
	View your transaction history, for claims completed using your Medicare App	Yes
	View your Care Plan access history	
Access your Medicare Card	Request a replacement or duplicate Medicare card	Yes
	View people listed on Medicare card	Yes
	View a digital copy of your Medicare card using your Digital Wallet	Yes
View, download and print your:	Medicare Safety Net balance	Yes
	Medicare benefit tax statement (for current or previous years)	Yes
	Child's immunisation history statement	Yes
	Medicare claims history	Yes
	Organ donor registration details	No
Manage your Individual Healthcare Identifier	View your Individual Healthcare Identifier number	Yes
	View your Individual Healthcare Identifier number history	No
	View and update your Individual Healthcare Identifier number alternative names	No
Use the additional functions to:	Use the document capture function to capture a photo of your documents, receipts or statements	Yes
	Store digital copies of uploaded or captured documents and receipts in your Vault	Yes
	View your saved statements	Yes
	Create and view personal appointments using calendar (NB: this service does not sync with the Department or health professionals systems)	Yes

Express Plus Child Support app

Functionality?	Services	Is service available through the use of an app?
Update your personal details and report changes to your circumstances	View and update your address details	Yes
	View and update your telephone details	Yes
	View and update your email details	Yes
	View and update your bank account details	Yes
	View and update your employer details	No
	View and update your current income estimate	Yes
	View and update your income for a previous financial year	Yes
	Advise your preferred contact times	No
	Tell us about changes in care arrangements for your children	Yes
	Check your latest account information	Yes
	View your Child Support case details	Yes
	Apply for a Child Support Assessment	No
	Advise a name change	No
	Advise of child's marriage	No
	Advise death of child	No
	Advise a change of care	Yes
	Request child support continue for a school student turning 18	No
Manage your payments	Check the total child support amount outstanding	Yes
	Check when your payments are due and how much you will get	Yes
	Check your history of payments made and received	Yes
	Advise us about a direct payment you have made or received	No
	View your non-agency payments	No
	Advise if you have received or made a non-agency payment	No
	View 'How to pay' information	No
	Request a private collect arrangement	No
	Request that fixed annual rate not be applied	No
Manage your Online Letters, Documents and Appointments	View and print letters	Yes
	Send and receive secure messages including attachments	No
	Upload documents (receipts, court documents, birth certificates)	No
	View and save documents in a secure vault	Yes
	Create and view personal appointments using calendar (NB: this service does not sync with the Department)	Yes