

## Senate Community Affairs Legislation Committee

### SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013 ANSWER TO QUESTION ON NOTICE

#### Department of Human Services

**Topic:** Information Technology – Express Plus Mobile Apps

**Question reference number:** HS 72

**Senator:** Cameron

**Type of question:** Written

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

**Number of pages:** 1

#### **Question:**

- a) How many Express Plus mobile apps were downloaded in 2012-13 and 2013-14 to date?
- b) How many active users are there for 2012-2013 and 2013-14 to date?

#### **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 30 November 2013) there have been an additional 697,876 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 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 29 November 2013: 714,121.

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