

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 22 OCTOBER 2015 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Transactions by Programme Types

Question reference number: HS 49

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 11 December 2015

Number of pages: 2

Question:

By programme and payment type, how many transactions did the Department administer in 2014-15?

Answer:

In the 2014-15 financial year, the Department of Human Services administered over 894 million transactions across the Centrelink, Medicare and Child Support programmes.

Table 1 is a count of transactions by programme and payment type across the three major programmes.

Table 1

| Programme | Payment/Service Type | Approximate Transaction Count 2014-15 ('000s) |
|-------------------|---|--|
| Centrelink | Abstudy | 979 |
| | Age Pension | 32,710 |
| | Austudy | 2,940 |
| | Baby Bonus | 30 |
| | Carer Allowance | 9,410 |
| | Carer Payment | 1,440 |
| | Centrepay | 3,480 |
| | Child Care Benefit | 8,000 |
| | Commonwealth Seniors Health Card (CSHC) | 849 |
| | Crisis Payment | 98 |
| | Dad and Partner Pay | 403 |
| | Disability Support Pension | 20,620 |
| | Family Tax Benefit | 28,600 |
| Income Management | 4,890 | |

| Programme | Payment/Service Type | Approximate Transaction Count 2014-15 ('000s) |
|----------------------|--|--|
| | Low Income Health Care Card (LIC) | 2,620 |
| | Low Income Supplement | 158 |
| | Mobility Allowance | 168 |
| | Newstart Allowance | 70,670 |
| | Paid Parental Leave | 2,070 |
| | Parenting Payment Partnered | 7,990 |
| | Parenting Payment Single | 26,500 |
| | Sickness Allowance | 641 |
| | Special Benefits | 322 |
| | Widow Allowance | 408 |
| | Wife Pension Age | 83 |
| | Wife Pension Disability | 122 |
| | Youth Allowance (Job seeker) | 12,570 |
| | Youth Allowance (Students and Apprentices) | 15,440 |
| Medicare | Consumer Enrolment | 37,790 |
| | Medicare Benefits Scheme | 373,400 |
| | Pharmaceutical Benefits Scheme | 225,560 |
| Child Support | Child Support Assessments | 3,370 |
| Total | | 894,331 |

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 (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 communications initiated by the department.
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 be an unreasonable diversion of departmental resources.