| **Table 48**: Centrelink, Medicare and Child Support—mail house letters | | | | |
| --- | --- | --- | --- | --- |
|  | **2011-12** | **2012-13** | **2013-14** | **% change since 2012–13** |
| Centrelink1 | | | | |
| — Letters | 100,146,140 | 84,968,521 | 60,053,941 | –29.3 |
| – Correspondence or letters and about special initiatives | 5,851,845 | 6,524,954 | 1,625,704 | –75.1 |
| — Publications | 5,474,283 | 9,417,100 | 533,815 | –94.3 |
| Medicare2 | 17,472,722 | 18,009,446 | 17,270,973 | –4.1 |
| Medicare cards | 3,657,788 | 4,329,603 | 5,856,548 | +35.3 |
| Child Support3 | 17,023,070 | 7,395,171 | 7,378,951 | –0.2 |
| **Total mail house letters** | **149,625,848** | **130,644,795** | **92,719,932** | **–29.0** |

1. Special initiatives include Schoolkids Bonus and Digital TV switchover.

2. People who have an online mail preference can receive four types of Medicare letters and a ‘welcome’ letter in their myGov Inbox.

3. The 2012–13 and 2013–14 figures represent total mail packs which include multiple individual items distributed through the department’s Production Centres. The 2011—12 result represents total individual items, with the data sourced through Child Support Management Information Systems.