| **Table 45a**: Transactions and registrations for digital and online services - Centrelink | | | | |
| --- | --- | --- | --- | --- |
|  | **2011-12** | **2012-13** | **2013-14** | **% change since 2012-13** |
| **Centrelink** | | | | |
| Online account transactions1 | 48.0 million | 58.1 million | 59.7 million | +2.8 |
| Phone self—service transactions | 5.8 million | 5.8 million | 5.5 million | -5.2 |
| Express Plus mobile app transactions | NA2 | 8.6 million | 36.1 million | NA4 |
| Total Centrelink self—service transactions | 53.8 million | 72.5 million | 101.3 million | +39.7 |

1. Express Plus mobile apps are not included in these transactions, and are reported separately.

2. The first of six Express Plus Centrelink apps was introduced in August 2012.

4. The staggered release of Express Plus mobile apps between August 2012 and March 2013 means the data for 2013—14 cannot be compared to 2012–13.

\*Please note: Corrections have been made to the data in this table, along with the CSV machine readable version. This means it is different to the original published version that can be found on humanservices.gov.au.