| **Table 7a:** Letters and SMS—Centrelink, Medicare and Child Support - Mail house letters | | | |
| --- | --- | --- | --- |
| **Mail house letters** | **2011–12** | **2012–13** | **% change** |
| Centrelink1 | 100,146,140 (plus correspondence or letters about special initiatives 5,851,845, and publications 5,474,283) | 84,968,521 (plus correspondence or letters about special initiatives 6,524,954 and publications 9,417,100) | –15.25 |
| Medicare2 | 17,472,722 (plus 3,657,788 Medicare cards) | 18,009,446 (plus 4,329,603 Medicare cards) | +3.1 |
| Child Support3 | 17,023,070 | 7,395,171 | –56.6 |

1. Special initiatives include Clean Energy—Household Assistance Package, Schoolkids Bonus, Digital TV switchover—Household Assistance Scheme and Strengthening Immunisation for Children.

2. Letters requested via Medicare Online Services for consumers are sent to a person’s mailing address.

3. The 2012–13 figure represents total mail packs which include multiple individual items distributed through the department’s Production Centres. The 2011–12 figure represents total individual items, with the data sourced through Child Support Management Information Systems, which was inconsistent with the department’s reconciliation processes.

5. Percentage change excluded correspondence or letters about special initiatives, and publications.