

Centerlink's Emergency Payment System

Current & Future Direction

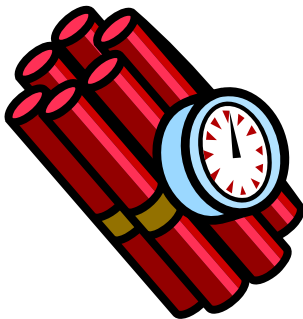


Topics Covered

- Brief overview on the History of the Emergency Payment System (EMG).
- Design of the EMG Payment System.
- The Future - New Disaster Recovery Payment System.
- Questions & Answers

Brief overview on the history of The Emergency Payment System (EMG)

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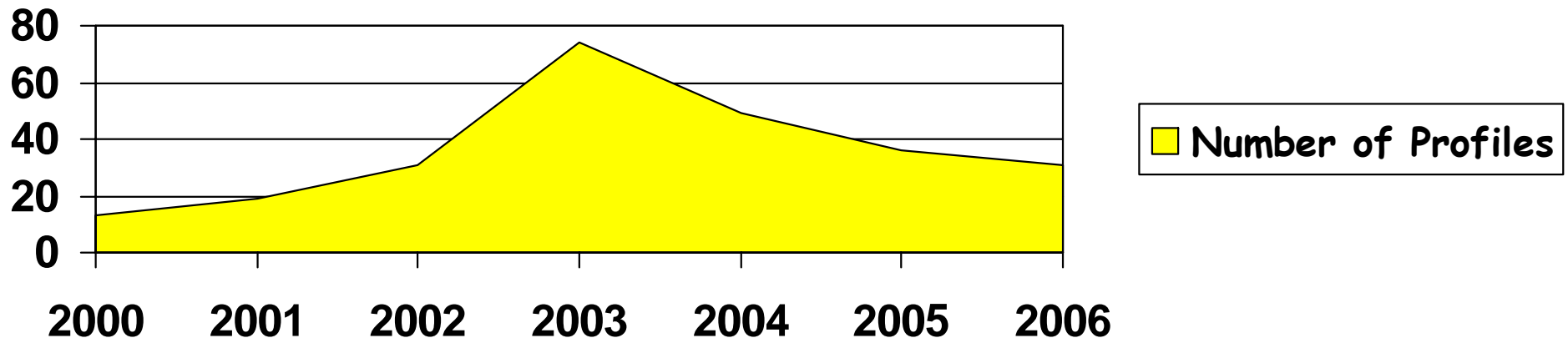
- The EMG was designed and implemented to provide Centrelink with a payment system that can be used to pay ex gratia payments.
- Since the release of the EMG system back in 2000 we have made payments to numerous customer groups in situations where Centrelink would otherwise have experienced significant difficulty, or inability, to do so without lengthy IT development efforts.

Brief overview on the History of the Emergency Payment System (EMG)

- Examples are:
 - Assistance packages for various rural groups such as Central North-East South Australia
 - ANSETT (Australian Airline Company) Assistance Packages
 - Farmers Ex-gratia payment, Dairy Exit Program and Sugar Industry Ex-gratia payments and interest rate subsidies
 - Bali Bombings 2005 Assistance Packages
 - Cyclone Larry & Monica Assistance Packages
 - Tsunami Assistance Packages

Brief overview on the History of the Emergency Payment System (EMG)

- The total number of payment profiles the EMG System has set up over the past 6 years has totalled to over 250.
- That is an average 41 EMG Profiles a year.



Brief overview on the History of the Emergency Payment System (EMG)

- The Total Number of Claims since the EMG System has been active is just over 480,000.
- The Total Amount of Money paid out by the EMG system is just under \$650 Million Dollars.
- Payments range from \$19.00 to \$150,000.00 for any given claim.

Design of the Emergency & General Assistance Payment System (EMG)

Design of the EMG Payment System

- The EMG Payments System was build using Standard Model 204 user language.
- One 3270 Screen.
- There are no Janus, Web Services or Object Orientated code in the current system.
- EMG System is linked into our Security Access Management System (SAMS), via ACF2 and a Centrelink built M204 Function called \$DSSECRT.

The Future - New Disaster Recovery Payment System

The Future - New Disaster Recovery Payment System

- The New DRP System will have the capability of being deployed for use by multiple State & Governments within Australia.
- Controllable Letters
- Payments will be available via Cash, Electronic Bank Transfers or overnight bank credit.
- Standalone capability; eg in the field.
- Instant activation of profile when disaster is announced.

The Future - New Disaster Recovery Payment System

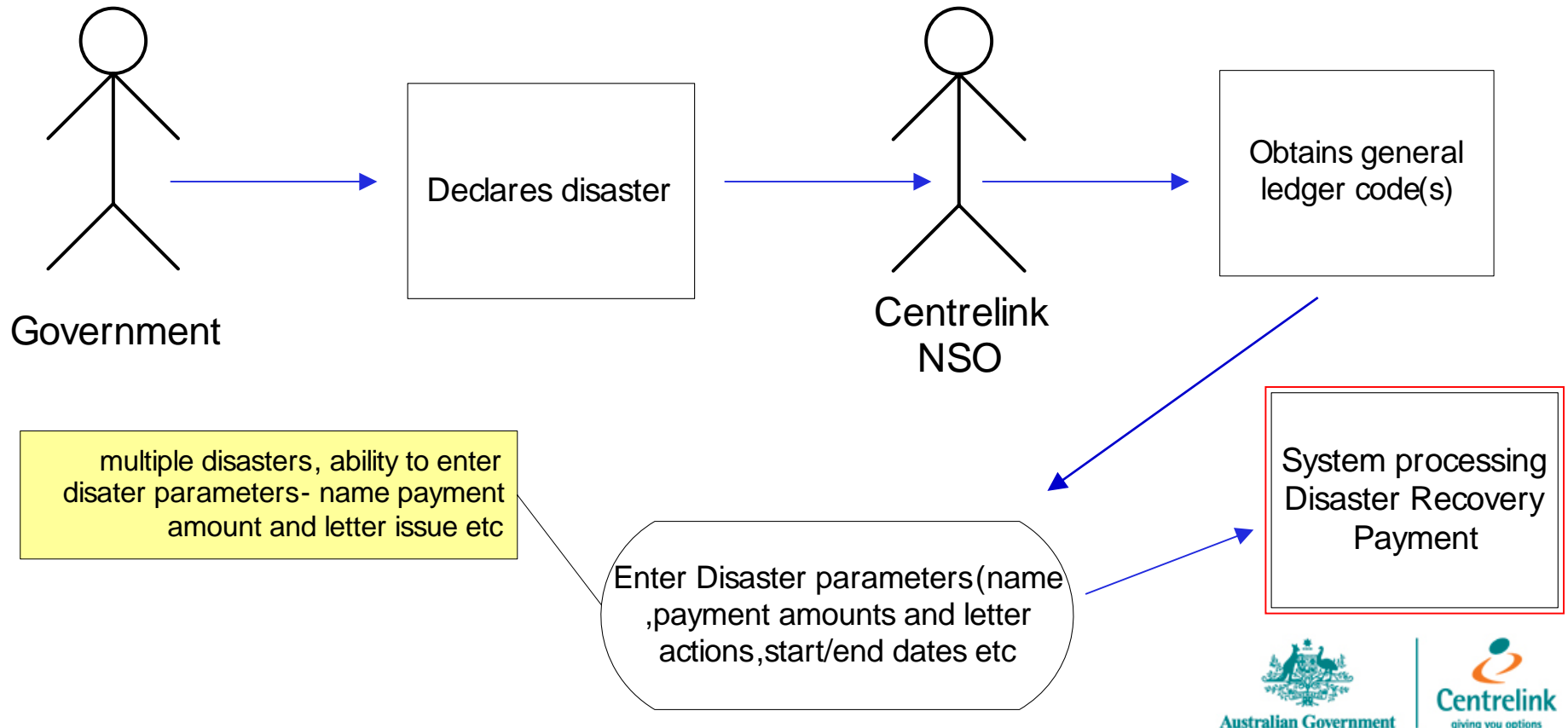
- Concurrent multiple disaster capability
- Upload/Download from remote Laptop or PDA
- Proof of ID functionality
- Overseas Payments
- Online Management Information (MI)
- SAMS controlled access for users

The Future - New Disaster Recovery Payment System

- Type of data will be collected
 - General Proof Of Identity
 - Who is the claim for? Self or Victim
 - Customers Name & Address
 - Which Disaster is the claim for?
 - Relationship Type is claim for another person
 - Processing Centre

The Future - New Disaster Recovery Payment System

- Disaster Announcement



The Future - New Disaster Recovery Payment System

- There are three (3) ways for a customer to access the DRPS.

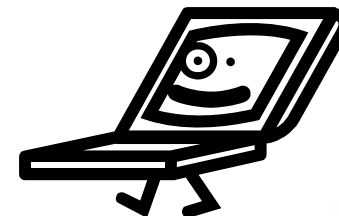
1. Self service



2. Office Counter

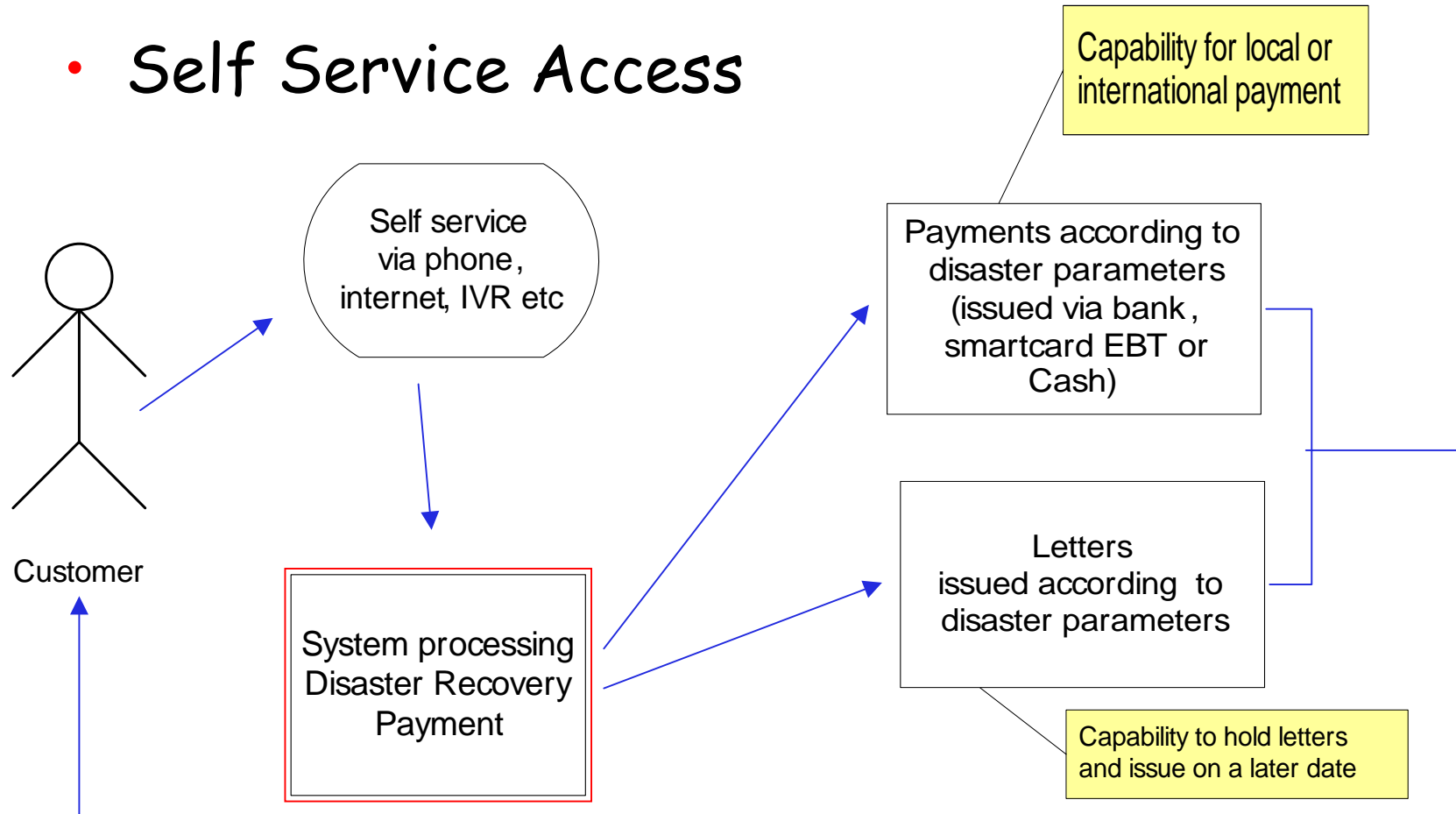


3. In the Field/Remote Access



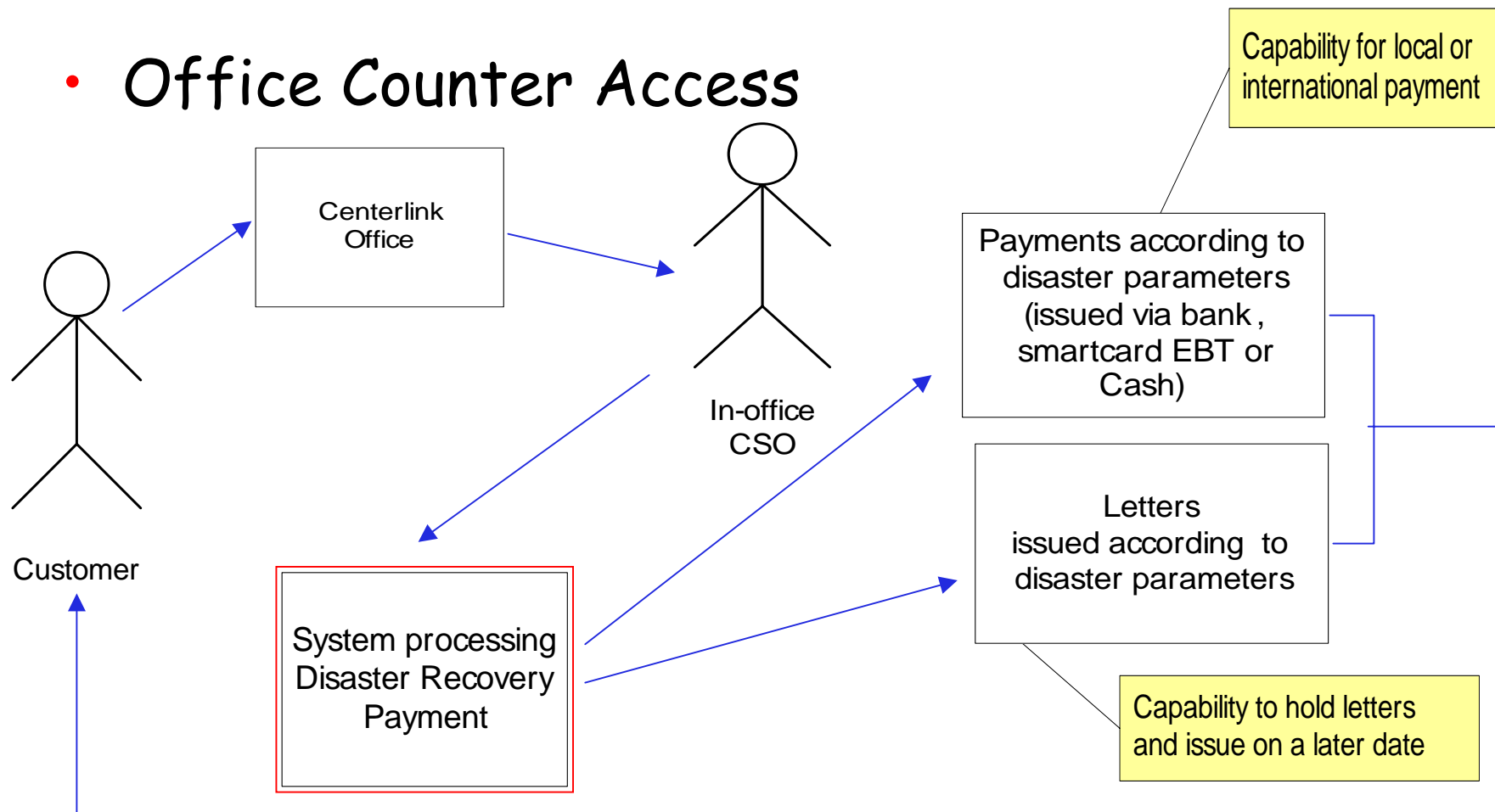
The Future - New Disaster Recovery Payment System

- Self Service Access



The Future - New Disaster Recovery Payment System

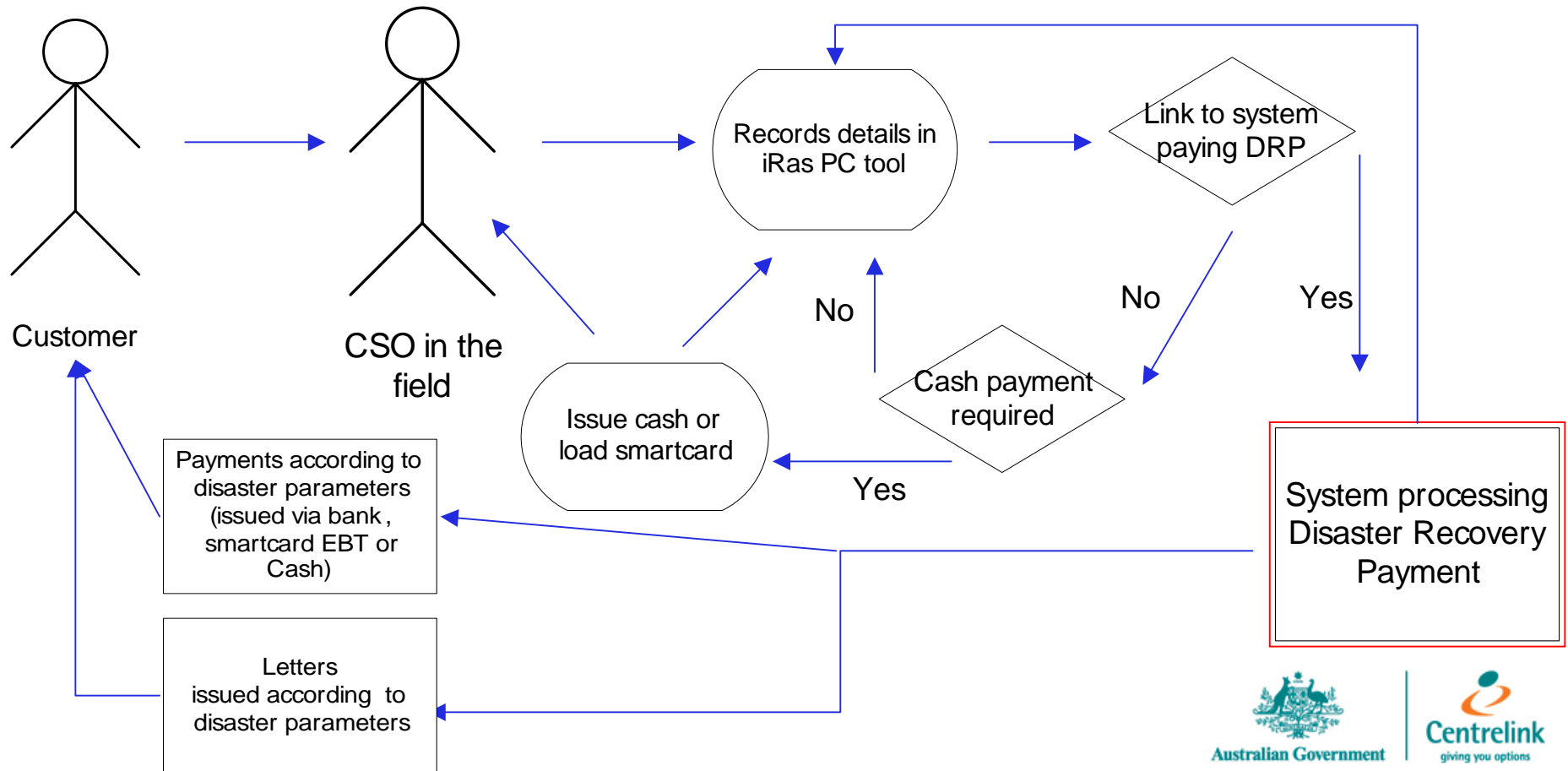
- Office Counter Access



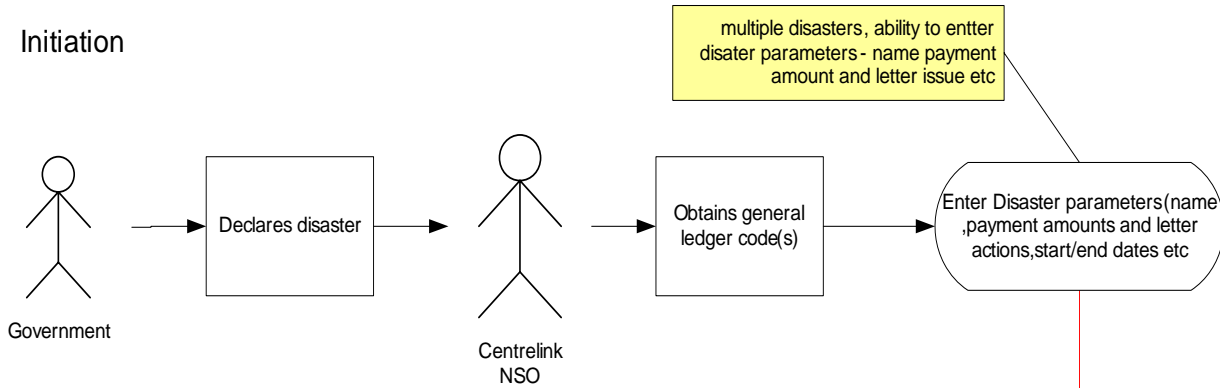
Payment to customer via bank account

The Future - New Disaster Recovery Payment System

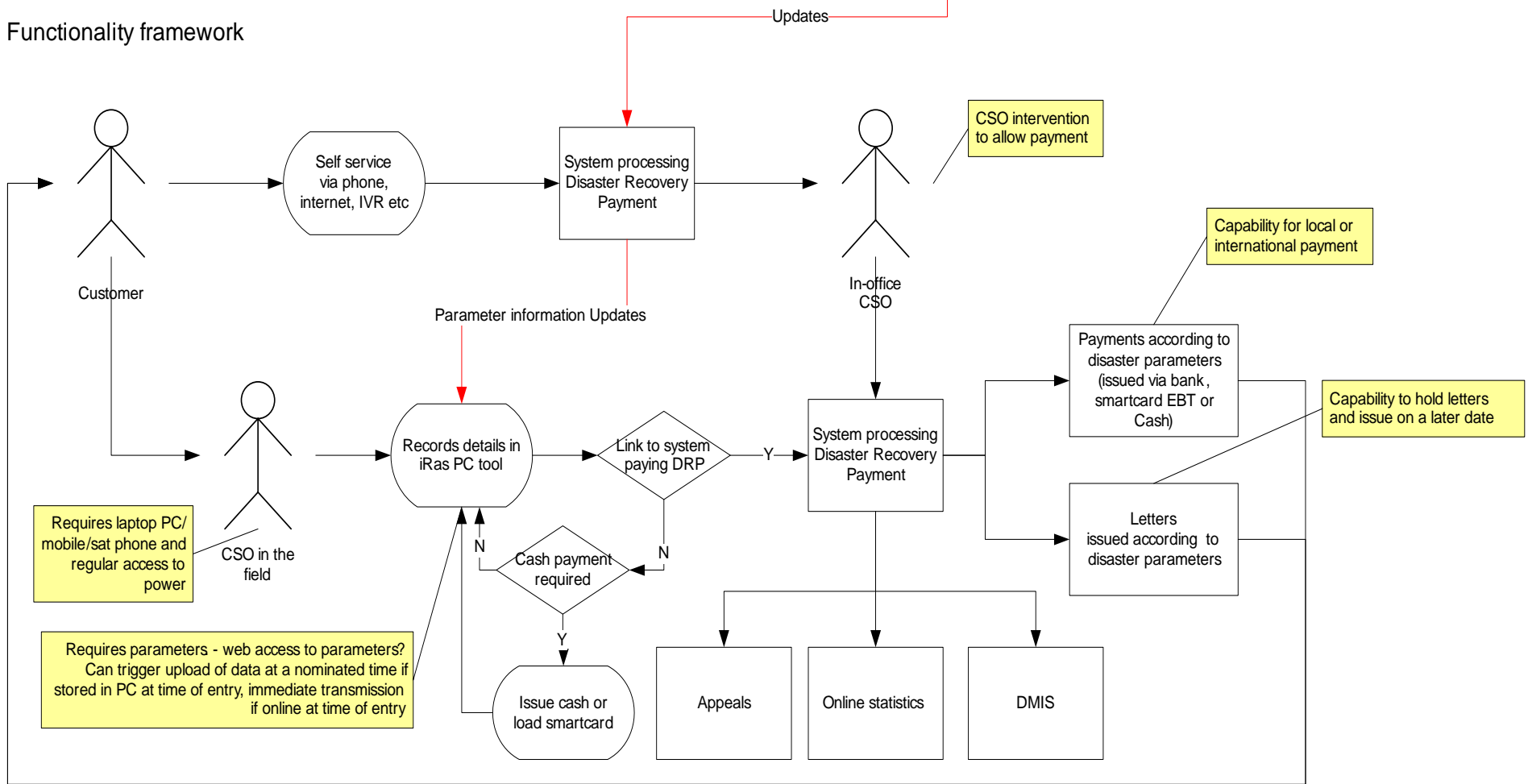
- In the Field/Remote Access



Initiation

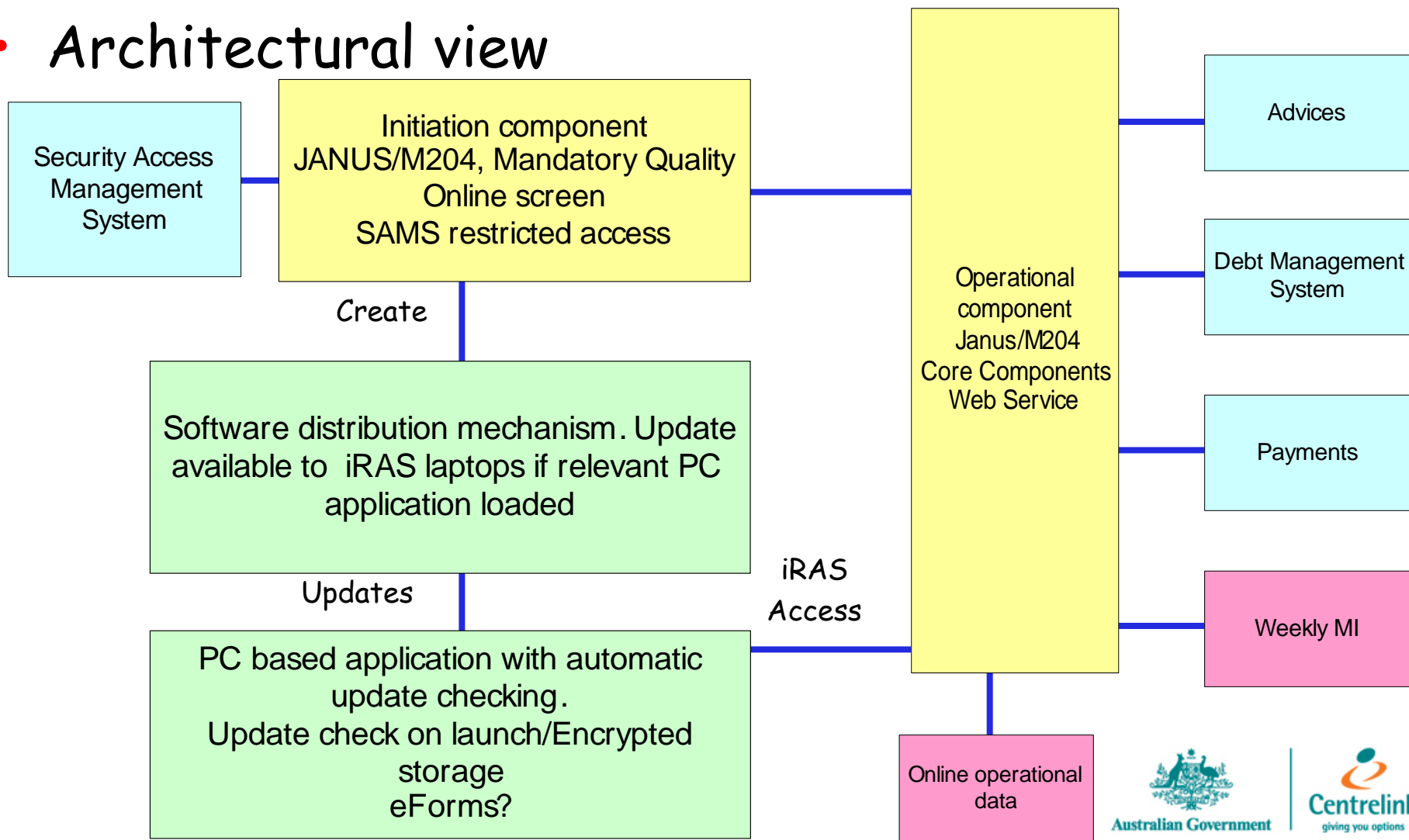


Functionality framework



The Future - New Disaster Recovery Payment System

- Architectural view



Questions & Answers

