

Moving Social Security Systems Online: Comparative Experiences

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US Social Security Administration - online services available include:

- Applying for Social Security retirement or spouse's benefits; Social Security disability benefits; or Medicare benefits
- Appealing a decision about a claim
- Finding out your eligibility for benefits
- Estimating future benefits using a retirement estimator and a benefit planner
- Managing your own personal data and key event information
- Blocking electronic access to your information

Retirement claims online to US Social Security Administration

Fiscal year	2009	2010	2011	2012
Target (%)	26	38	44	50
Performance (%)	32	37	n/a	n/a

Source: Social Security Administration Annual Performance Plan for FY 2010

Disability benefits claimed online to US Social Security Administration

Fiscal year	2009	2010	2011	2012
Target (%)	18	25	27	38
Performance (%)	21	27	n/a	n/a

Source: Social Security Administration Annual Performance Plan for FY 2010

Service Canada

- Canada Pension Plan/ Old Age Security

- Service Canada electronically validated 13.6 million authentication transactions against its greatly improved Social Insurance Register, a step critical for all its online social security transactions
- 52 million CPP payments issued worth \$29 billion
- 54 million OAS payments worth \$33 billion
- The increase in volume of CPP/OAS claims was handled principally through automated and electronic services in the Information Technology Renewal Delivery System (ITRDS) – particularly in the way in which eligibility and entitlement was determined

Service Canada - Employment Insurance online

- Service Canada received 3.15 million EI claims (initial and renewal) in 2008-9, up from 2.64 million in 2007-8, up by a fifth
- 98% of EI applications were made using the internet
- Employers sent 49% of Record of Employment (ROE forms) electronically, making the automated calculation of claims possible
- 79% of EI payments were issued within 28 days of receiving the application
- During 2008-9 Service Canada was able to calculate 33% of new EI claims and 65% of renewal EI claims automatically

Australian Centrelink

- key online services initiatives

- The National Jobseeker Claims Network started March 2010 and allows online application for Newstart and Youth Allowance (job seeker) new claims. In the first four months, 168,000 claims were registered and 31,000 finalised. Only more complex cases had to have a face to face interview with a Customer Service Advisor
- Family Assistance introduced an enhanced online application process from July 2009. Now more than 80 per cent of first time mothers claim online, making the 30 minute phone call unnecessary

Australian Centrelink

- online services performance 2009-10

- More than 30 million individual online and phone self-service transaction (up from 23 million in 2008/09)
- A 38 per cent yearly increase in online transactions (but only 7 per cent in phone transactions)
- More than 3.9 million secure online mail messages (compared to 1.7 million in 2008/09)
- Up to 2.2 million SMS messages (up from 1.8 million in 2008/09)
- 44.1 million transactions with other departments and businesses seeking information on Centrelink customers

Thank you for listening

