



Budget 2020-21

This information is accurate as at 6 October 2020.

Welfare Payment Infrastructure Transformation – tranche four

The WPIT program will deliver capability and modern technology that government can use to achieve its service delivery ambitions. Tranche 4 will:

- expand digital services
- further re-engineer and automate many welfare payment transactions
- increase the efficiency of welfare service delivery.

In tranche 4, the program will focus on 5 priorities:

- reusable technology
- automation
- claim transformation
- circumstance updates
- data and enabling capability.

Focusing on these 5 priorities will help Services Australia achieve 5 key outcomes:

- a new, reusable and scalable payment delivery capability
- a new and flexible eligibility and entitlements platform for Centrelink
- manual processes reduced through automation of claims and process steps
- a single staff interface built on a new technology platform (CPTv5)
- enhanced ability to source and use data to enable organisational outcomes.

This change is not subject to the passage of legislation.

Who does this measure affect?

Customers getting income support payments.

When will this start and finish?

This started on 1 July 2020 and will finish on 30 June 2022.