**Target Task:** responding to requests for information from Australian government service providers

By the end of this Target Task students will be able to:

1. identify the form, the government agency, and the type of information being requested
2. accurately complete the form and submit it either face-to-face or electronically.

The two sample materials below are roughly sketched intros and outros to this **Pedagogic Task** cycle:

1. identify the type of form and relevant government service provider (Medicare, Centrelink, Child Support, etc.)

2. identify the nature of the request (what personal information is it asking for?)

3. locate all necessary personal information then add to form

4. make a copy to keep for personal records

5. understand how and where to submit

6. submit the form either face-to-face or electronically

7. identify how and where to follow-up if necessary

The **Exit Task** for this PT cycle would naturally be PT6 rather than 7; sample material 2 are possible role play cards for the face-to-face version.

**Sample material 1**

**PRE-TASK**

1. Think-Pair-Share (6 minutes)
* Ss have 3 minutes to think of answers to two questions by themselves: 1) what forms have you received from government services, and what information did they request? 2) what were some problems that you had with these forms?
* Next, Ss share their answers with a classmate for 2 minutes
* Finally, each pair shares their answers with the whole class for 1 minutes, either orally, or by coming to the whiteboard to complete the Y-Chart with two headings: form // problems.
1. Forms
* T selects 4 forms relevant to the student group from the following website:

<https://www.servicesaustralia.gov.au/individuals/forms>

* In pairs or small groups, Ss have 20 minutes to look at each form and complete the table below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Form 1** | **Form 2** | **Form 3** | **Form 4** |
| **Name of form:** |  |  |  |  |
| **Purpose (why?):** |  |  |  |  |
| **Audience (who?):** |  |  |  |  |
| **Type of information requested:** |  |  |  |  |
| **How to get help:** |  |  |  |  |
| **How to submit:** |  |  |  |  |

* T provides answers and has plenary discussion with class.

**EXIT TASK VERSION 1 (PT6)**

\*This Exit Task is for students who prefer to submit their forms face-to-face.

* Work with a partner; 1 person take Role Card A and 1 person take Role Card B
* You have 5 minutes preparation time, then 5 minutes to complete the Role Play.

|  |  |
| --- | --- |
| **Role Card A - Staff**Greet the customer. Ask them how you can help them.Explain that the customer has not:* written their surname
* provided copies of evidence requested
* signed or dated the form.

When they ask, explain how the customer can keep track of their submission using the website. | **Role Card B – Customer**You have come to Centrelink to submit your form. Explain to the staff that you would like to submit your form.Explain that:* you do not have a surname
* you have the forms but need to copy them.

Thank the staff for their help and ask how you can track the progress of your submission. |