

Title: October 2017 Update DHSTV transcript

[Start of transcript]

This month: pensioner concession cards, changes to the website, improvements to online services for students and confirming your income.

G'day, I'm Hank Jongen, here to tell you what's happening with the department in October.

From the 9th of October Pensioner Concession Cards will be reinstated for those people who lost eligibility due to asset test changes on the first of January this year. The card isn't income or assets tested, however you still need to meet other eligibility requirements. Your card may take up to 14 days to arrive in the mail. It'll be sent automatically if you're eligible. You can use your Low Income Health Care Card until you get your Pensioner Concession Card in the mail. You'll also get to keep your Commonwealth Seniors Health Care Card to make sure you continue to receive all of the benefits.

If you've visited the department's website recently, you may have noticed it looks different. There's a new design, improved navigation and search function, and rewritten content about payments and services. Mobile users will also find accessing the site much easier. Input was received by more than 2,500 people from metropolitan, rural and remote communities and each element of the new design has been tested. There are more improvements coming so watch this space.

If you get Austudy or Youth Allowance as a student, you can now use your Centrelink online account through myGov to tell us when you start or stop working. This means you don't need to call or visit an office. Once you've told Centrelink online about your new job, you'll automatically be set up to report your income online each fortnight. If you report no income in a fortnight, we'll prompt you to tell us online if you've stopped working. If so, you won't need to keep reporting. You will need to make sure you tell us online if you start working again, so you can resume fortnightly reporting. This will help you make sure your details are up-to-date and you don't get a debt.

The department is sending letters asking some people to confirm their income from previous financial years. This is to check you've got the correct amount of payment. You may get a letter if there's a difference in the income details other government agencies have provided and what you reported to us when you were getting a Centrelink payment. It's important you don't ignore the letter, even if you're not currently getting a payment from us. The letter provides information on how to complete the review and the date you need to complete it by. We also understand you may need more time. If you need an extension, you can request one online. If you need assistance, our staff can help. Simply contact us using the number in your letter.

Finally I'd like to remind you that you can do most of your Centrelink, Medicare and Child Support business using the Express Plus mobile apps, online accounts through myGov and phone self service. Whether it's updating your details or submitting a claim you may be able to avoid calling or visiting and complete your business online.

Thanks for watching, and as always, don't forget to like or follow us on social media and subscribe to our channel to keep up to date.

I'll see you next month, goodbye for now.

[End of transcript]