

Title: January 2018 Update DHSTV transcript

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This month: myGov Access, Mobile Service Centres and updating your income estimate.

Happy New Year, I'm Hank Jongen, here to tell you what's happening with the department in January.

There's a new secure sign in option just released for your myGov account. It's an app called myGov Access which creates a one-time access code to use when you sign in to your myGov account. It means you don't get your one-time code sent as an SMS. It's the perfect option when you're overseas or in an area with poor mobile network coverage and you want to use your myGov account. If you're heading overseas, you need to download and set up myGov Access on your mobile device before you go. It's available for free from the App Store or Google Play.

Bringing services to people is really important, which is why our Mobile Service Centres are so valuable. These specialised vehicles travel to rural and regional communities to provide convenient access to Australian Government payments and services. Staff on board help with a wide range of face to face services and you'll have access to self service facilities as well. The schedule of locations is on the website and Human Services Facebook and Twitter also regularly post location updates. If you're from a rural or regional area take a look today.

If you get family assistance payments, having an accurate income estimate is important. You may do some overtime or an extra shift at work from time to time. It can add up. While the extra money comes in handy, make sure you update your family income estimate with any additional amounts. Even if you report income for other payments such as Newstart Allowance or Parenting Payment, you'll still need to update your family income estimate as well. You can update your estimate as often as you like to make sure it is as accurate as possible. You can update your family income estimate by accessing your Centrelink online account through myGov.

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.

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