

## April 2018 Update DHSTV transcript

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This month: Changes to childcare payments, applications for the Indigenous Apprenticeships Programme, and the student claims process.

G'day, I'm Hank Jongen, here to tell you what's happening with the department in April. You may already be aware there are changes to child care payments from July this year.

If you currently receive Child Care Benefit or Child Care Rebate for approved care, we'll write to you this month asking you to provide some extra information. Once we have this information, we'll assess your eligibility for Child Care Subsidy.

The quickest, and easiest way to provide this information is through your Centrelink online account, through myGov, as soon as possible. If you don't, you may have to pay your child care fees in full from July. You can find more information about these changes on our website.

If you've just finished school, or are looking to head back to work, you may be able to apply for the Indigenous Apprenticeships Programme.

This program is a 12 month program offered to Aboriginal and Torres Strait Islander Australians, and is a great opportunity to kick start your career in the Australian Public Service.

You'll be placed in a full-time entry level position at either the Department of Human Services, or a partner agency, and you'll complete a nationally recognised certificate or diploma.

So if you'd like to apply for the program, or if you know a family member or friend who may be interested, head to the website for more information.

If you're a student lodging your claim online, you might be wondering what happens to your claim once it's been submitted.

After you submit your claim, you'll get a receipt confirming your submission, your claim's ID number, an estimated completion date, and a link to track its progress.

By tracking your claim online, through your Centrelink online account, or Express Plus mobile app, you won't need to call, or visit a service centre.

If your claim is granted, and you've subscribed to electronic messaging, you'll get an SMS or email letting you know.

You'll also get a letter to tell you the outcome of your claim. If your claim is granted, this letter will let you know when you'll get your first payment, and how much you'll get.

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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