

December 2018 Update DHSTV transcript

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This month: What you need to know about public holiday arrangements and being aware of scams.

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

During the holidays, we'll have special arrangements in place that you'll need to know about.

We'll be closed on; Christmas Day, Boxing Day, Thursday the 27th of December and New Year's day.

If you have to report your income for a Centrelink payment on one of these days, we'll let you know if your reporting or payment date has changed.

Remember, you'll still be able to use your myGov online account, Express Plus mobile apps and phone self-service to report this information at any time.

If you don't need to report to get a payment, we may pay you early. You can find out more information about when you'll be paid on our website.

At any time, you might receive emails, phone calls, and SMS messages from scammers pretending to be from the department.

This holiday season, I'd like to remind you to be especially aware and protect yourself.

There are many different types of scams, and they can look or sound very convincing. They may try to get personal information from you, or ask you for money.

If you're unsure who's contacting you, or suspect an email, phone call or SMS might be a scam – don't follow their instructions.

This includes giving out personal information or making payments.

You can find information on our website about what to do if you think you've received a scam or you can call our Scams and Identity Theft Helpdesk.

Finally, I'd like to wish you and your loved ones a Merry Christmas and a Happy New Year.

If you're traveling please stay safe.

Thanks for watching, and 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 in the New Year, bye for now.

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