

February 2019 Update DHSTV transcript

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This month: Updating your family income estimate, registering your bank details for Medicare, using our Payment and Service finder, and Mobile Service Centres.

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

It's been six months since Child Care Subsidy launched, so now is a good time to review and update your family income estimate.

You may do some overtime, pick up an extra shift or your salary may change throughout the year.

If one of these things happens, or if there are any other changes to your or your partner's income, it's important to update your estimate as accurately as possible. This is so we pay you the right amount.

If the estimate you give us is too low, you may get overpaid and you'll have to pay this back.

The easiest way to update your family income estimate is by using your Centrelink online account through myGov, or the Express Plus Centrelink app.

Don't forget to also check your and your partner's activity test details, and update these if they have changed.

The quickest way to claim your Medicare benefit is at your doctor's practice, but we must have your bank account details.

If we don't have your bank details, we can't pay you your Medicare benefit.

You can check, register or update your bank details using your Medicare online account through myGov or the Express Plus Medicare mobile app.

Once you've registered your bank details you'll get any benefits owed for previous and future claims.

If you're unsure what payments or services you may be eligible for, I encourage you to check out the Payment and Service Finder on our website.

The Payment Finder will ask you some simple questions, like your age and income, to see if you're eligible for a payment.

The Service Finder can help you find additional support, or help if you're not eligible for a payment.

You can find the Payment and Service Finder on our website.

Our Mobile Service Centres travel to rural and regional communities to provide access to Australian Government payments and services.

Staff on board can help with a wide range of services and you'll have access to self-service facilities as well.

You can find the schedule on our website.

Human Services Facebook and Twitter also post regular location updates.

Thanks for watching, and don't forget to like or follow us on social media and subscribe to our YouTube channel to keep up to date. I'll see you next month!

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