

Title Holiday arrangements translated transcript – English

Overview Information about the Department of Human Services holiday arrangements for 2015. Two voices interact explaining the arrangements.

[Start of transcript]

Person 1: The Department of Human Services—which includes Centrelink, Medicare and Child Support services—will be closed on the Christmas and New Year public holidays.

Person 2: Oh really? What days will they be closed?

Person 1: All service centres and most phone lines will be closed on:

- Friday 25 December 2015
- Monday 28 December 2015
- Tuesday 29 December 2015, and
- Friday 1 January 2016.

Person 2: What if I have to report my earnings or return a form on those days?

Person 1: If you have to return a form or report earnings for a Centrelink payment on one of these days, you will be able to do this earlier than usual. You may also get your payment earlier.

We'll let you know if you have an earlier reporting date.

If you don't need to return a form or report to receive a payment, you may automatically receive your payment a bit earlier than usual.

Person 2: Will my Child Support payments be affected?

Person 1: Over the Christmas and New Year public holidays, you can access information about your child support payments via the Child Support Info Service and your Child Support online account.

Person 2: What if I need to claim Medicare benefits or do other Centrelink or Child Support business?

Person 1: When service centres are closed, you can still access your online accounts through myGov, Express Plus mobile apps and phone self service to check your reporting dates, update your details and report your earnings quickly and easily.

Person 2: Are there Express Plus mobile apps in languages other than English?

Person 1: Yes, Express Plus Lite is available to report your income in Arabic, Chinese, Persian Farsi or Vietnamese.

You can find out more by:

- visiting humanservices.gov.au/holidays
- calling 131 202 to speak to us in your language about Centrelink services and payments, or
- calling 131 450 to speak to us in your language about Medicare and Child Support services.

You can also read, listen to, or watch information about our payments and services in other languages by visiting humanservices.gov.au/yourlanguage

(Spoken quickly, as a disclaimer) Call charges may vary depending on the telephone service provider. Calls from public telephones and mobile phones may be charged at a higher rate.

[End of transcript]