

Hank Jongen: Monthly YouTube Video - MARCH 2016

This month: using your feedback to build a better myGov, strength in diversity and how to better manage your money.

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

As part of our commitment to improve services, we're making some changes to myGov based on the feedback we've received.

Over the coming months we'll work to fix the issues that frustrate you the most.

Some of these include, giving you the option to choose your own username, enabling you to unlock your account online without having to call and fixing session time-outs which will make switching between member services and myGov easier.

During this time we'll also be looking at further improvements we can make.

It's Harmony Day in March and the theme for this year is "our diversity is our strength". We strongly support workplace diversity and value the contribution of people from diverse backgrounds.

In fact, we celebrate it every day in this department and we're proud to have such a broad range of customers and staff.

We'll be marking the occasion across the country in different ways and you'll see updates on our Facebook pages. I hope you can take time out to recognise the importance of Harmony Day too.

Dealing with money can be stressful but we can help you explore ways to build your savings, manage your debt and handle your day-to-day expenses.

We've partnered with ASIC's MoneySmart to bring you simple and helpful advice about managing your money.

The first step is to set a budget and then stick to it! We have links to tips and tools that can show you how to manage your money for a healthier financial future.

You can find more information about this, and everything else I've mentioned, on our website.

Thanks for watching, remember to like or follow us on social media and subscribe to our channel to keep up to date...

I'll see you next month, bye for now.